

REFLECTIONS: A GRASSROOT GAZETTE

Inside these walls a brighter tomorrow



MESSAGE FROM OUR DIRECTOR

Following the orientation session conducted for the retired Army Personnel at MEG Regiment, Bangalore on Entrepreneurship Development, the 5-day program for the pilot branch was conducted by the Academy in collaboration with Atal Incubation Centre – Jyothy Institute of Technology Foundation. I take this opportunity to thank Retd Major General Indra Balan for his support in making this program possible. The feedback was very positive and they have asked us to take up the second batch next month.

The Campus to Corporate program has become a regular feature in the annual calendar of the Academy. The 4th batch was conducted this month and all the 20 MBA graduates who took part have been absorbed in Belstar Microfinance in various roles- some at the branches and others at the Corporate office.

The 27th batch of our flagship course CPMM commenced this month and all the candidates will get onboarded to Belstar upon successful completion.

Our association as a Knowledge Partner for Atal Incubation Centre – Jyothy Institute of Technology Foundation (AIC-JITF) continues to provide us with more opportunities. Our faculty conducted a 5-day session at Gurunanak Dev Engineering College, Bidar, Karnataka to promote Innovation and Startup culture among their students.

Training for the first batch of candidates selected by Muthoot Fincorp was completed and they have been onboarded.

With the reopening of colleges, the marketing team is busy with their promotional activities covering the Academy's courses and programs.

Congratulations to Ms. Kanchan Kochure, RTM-Bhopal (MP) for being awarded the Best Trainer for the quarter January – March 2024.

I welcome Ms. Mansura Khatun - RTM Bihar, Mr. Abhishek Tiwari - RTM Uttar Pradesh and Mr. Akshat Pulastay - RTM Uttarakhand to the HIH family and wish them a long and successful career ahead.

It was a very busy month as the Academy played host to several events to group entities.

Stay FIT. Stay HEALTHY. Stay HAPPY.

S. Chandrasekar
Director

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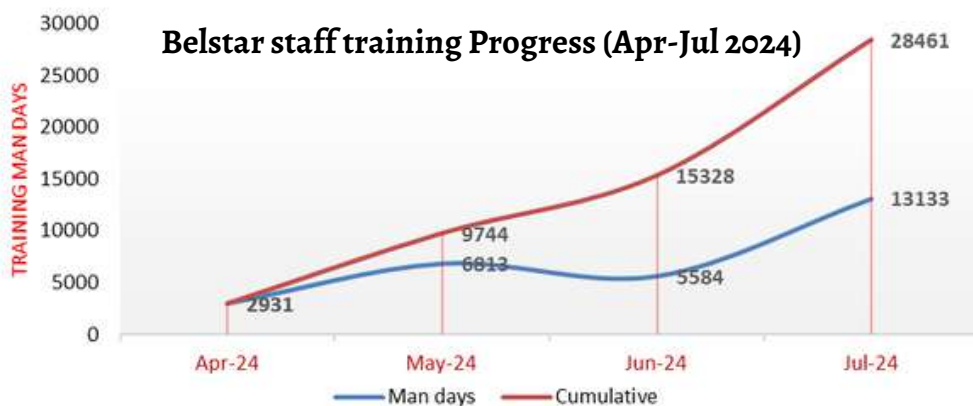


TRAINING OUTREACH

During the month, the HIH Academy training team initiated the special training program on **StarHub** – A tailored data analytics platform designed to meet the unique needs of the Belstar sales team, empowering them to serve the customers better. Major benefits of StarHub are ensuring data availability even in areas with poor internet connectivity, providing clear, decisive information to support swift decision-making, offering deeper insights for a thorough understanding of customer needs, making complex data easily understandable at a glance, decreasing reliance on emails and WhatsApp for communication, and reduction in printing, fostering environmental sustainability and cost savings.

Apart from this, the team continued delivering the training on “ Belstar Culture & Core values” and “Cyber security and POSH” for pending regions, where it was not taken up during June 2024. Besides, the team conducted routine Induction training programs for new joiners which included welcome calling, common induction, and role-based induction. The Regional Training Managers visited the branches and extended hand-holding support to the branch teams.

The training team made a total of 725 training sessions during the month. A total of 12075 participants attended and 13133 man-days were covered.



Best trainer Q4 - 2023-24

Ms. Kanchan Kochure,
Regional Training Manager, based out of Bhopal, Madhya Pradesh, was awarded as Best Trainer for the Quarter 4, January – March 2024 for outstanding performance and delivering impactful training to Belstar Microfinance.

Congratulations and Best Wishes.



Training team activities

Row 1 : Induction training – Odisha, Branch refresher – Kerala, Branch refresher – MP

Row 2: CSM – UP, Induction training – Tamil Nadu, Branch refresher - Gujarat

Row 3: Induction training – Karnataka, ODT with SO – Tamil Nadu, Branch refresher - Maharashtra

Welcome



Ms. Mansura Khatun

Ms. Mansura Khatun has joined as RTM for Bihar. She will be handling the training requirements of Bihar. She has completed her B.Sc (Hons) in Biotechnology. In her earlier stint, she has worked as Gandhi fellow with Piramal foundation.



Mr. Abhishek Tiwari

Mr. Abhishek Tiwari has joined as RTM for Uttar Pradesh. He has completed his BA (Education). In his earlier stints, he has worked as Gandhi fellow with Piramal foundation and as program leader in Maya Kashalaya foundation.



Mr. Akshat Pulastay

Mr. Akshat Pulastay has joined as RTM in Dehradun, Uttarakhand. He will be handling the training requirements of Uttarakhand and Punjab. He has completed his BBA and pursuing MBA. He has 6+ years of work experience.

Upskilling Indian Army Personnel

Hand in Hand Academy in collaboration with Atal Incubation Centre – Jyothy Institute of Technology Foundation (AIC-JITF) conducted a 5-day Entrepreneurship Development workshop for Retiring Junior Commissioned Officers of Indian Army at Madras Engineering Group (MEG) Regiment from 9th to 13th July 2024. This initiative aims to develop the business insight for the To-Be retired Indian Army Personnel at MEG Regiment, Bangalore. The uniqueness of this program is Seed funding support of Rs.2 Lakhs given as zero-interest loans to the participants, if they come up with viable business plans.

During the orientation sessions, Academy's technical team had given inputs on Entrepreneurship Competency Development, Business Opportunity Guidance, and Steps in Starting Enterprise, Business Plan Preparation, Government Schemes, and Small Business Management. The sessions were well received by the participants,



Feedback session

Maj Gen V.T.Matthew, Major General (Retd) Indra Balan and Lieutenant Colonel R.G.Sisodia interacted with the participants for feedback about the Program. The Participants were highly appreciative about the deliverables and mentioned that the program has greatly enhanced their confidence levels regarding Entrepreneurship. Some of the points suggested to improve the

deliverables were to engage a successful entrepreneur for interaction with participants, show some examples of successful innovative products and increase the duration by one day by making the program a 6 Day duration.

Maj Gen V.T.Matthew suggested doing a detailed session on Business Plan preparation for the select group of participants who showed interest in starting their enterprise.

Certificates Distribution to Participants by Lieutenant Colonel R.G.Sisodia, Group Photo of Participants, Trainers with Lieutenant Colonel R.G.Sisodia.





Campus to Corporate (CTC) Program



HIH Academy, in collaboration with Belstar Microfinance, conducted the 4th batch of the "Campus to Corporate" program from July 10th to July 26th for the 20 young Management graduates recruited by Belstar. These 20 candidates are placed in different departments in diverse roles. This 15-day intensive residential training program was designed to bridge the gap between academic knowledge and corporate skills, equipping participants with the necessary tools to thrive in a professional environment.

covering, the Vision, Mission & Values of Belstar, its products & processes, and the activities of various Belstar functional departments. Each department activity was explained in detail by respective department Heads/Senior staff. Training also included a visit to project sites of Hand in Hand India pillars. Hand in Hand India Pillar Heads/senior staff explained their respective pillar activities and how they impact transforming the communities in a more lucid manner.

The program included a range of sessions,

The training concluded on 26th July 2024 with a Final Assessment, Feedback and farewell.

CPMM course - Batch 27



On 20th July 2024, the Hand in Hand Academy launched its 27th batch of the Certificate Program in Microfinance Management (CPMM) with 12 students. Since its inception in 2018, the CPMM courses have provided comprehensive training in microfinance management to uplift the skills of rural youth. A unique feature of this course is combining theory with practical exposure to field operations. The duration of this course is 45 days, which includes classroom

sessions, branch visits, field internships and assignments.

One of the important aspects of the CPMM course is its strong track record in job placements. 100% of students from the previous batches have secured positions in microfinance companies, particularly with Belstar Microfinance. This entire batch of students skilled in the microfinance sector is expected to onboard with Belstar by the third week of August 2024.

Tally Prime Course



Two batches (Batch 12 & 13) of Tally Prime courses are progressing. One for the Admin and Accounting Staff of Adhi Parasakthi Dental College and Hospitals (APDCH) and the second one at the HIH Academy catering the students from in and around Kanchipuram.

Both batches are progressing smoothly, with participants showing commendable progress and engagement, The structured curriculum and dedicated faculty are ensuring a comprehensive learning experience for all participants.

TEPL final evaluation result summary Batch 9-11

Sl.No	Organization / College	A+	A	B	Total
1	Indo-American College	6	40	5	51
2	FPO Accountants	3	14	2	19
3	Vidhya Sagar Women's College	4	22	2	28

Ideation Workshop



We conducted an Ideation Workshop at Gurunanak Dev Engineering College, Bidar, Karnataka from 15th to 19th July 2024 as a Knowledge Partner for Atal Incubation Centre – Jyothy Institute of Technology Foundation (AIC-JITF). Atal Incubation Centre-Jyothy Institute of Technology (AIC-JITF, Bangalore) is a Mentoring Agency for Gurunanak Dev Engineering College, Bidar, Karnataka

to promote Innovation and Startup culture among their students. As a part of MoU between AIC-JITF and Hand in Hand Academy, AIC-JITF had requested the Academy to conduct the Ideation Workshop for the students of Gurunanak Dev Engineering College and 57 Students participated in the program.

Hosting Events

Sl.No	Name of the program	Date	Organized by
1	Belstar Review meeting	1 Jul & 16 Jul	Belstar KPM Zone
2	CLN Orientation & Training	1 Jul	SHG CLN
3	Essilor Eye Connect Technician Course	5 Jul to 31 Jul 2024	SHG Enterprise team
4	VHFPL - Skill Development Training	18-19 Jul	VHFPL
5	SWM induction training	18-20 Jul	SWM



Belstar Review meeting - Kanchipuram Zone, CLN Orientation & Training

Thoughts & Wisdom

Honesty of the long-distance runner

“Remember this Kenyan runner Abel Mutai who was just a few feet from the finish line, but became confused with the signage and stopped, thinking he had completed the race.

A Spanish runner, Ivan Fernandez, was right behind him and, realizing what was happening, started shouting at the Kenyan to continue running.

Mutai didn't know Spanish and didn't understand. Realizing what was taking place, Fernandez pushed Mutai to victory.

A journalist asked Ivan, "Why did you do that?" Ivan replied, "My dream is that someday we can have a kind of community life where we push and help each other to win."

The journalist insisted, "But why did you let the Kenyan win?" Ivan replied, "I didn't let him win, he was going to win. The race was his."

The journalist insisted again, "But you could have won!" Ivan looked at him and replied, "But what would be the merit of my victory? What would be the honor in that medal? What would my mother think of that?"

Values are passed on from generation to generation. What values are we teaching our children? Let us not teach our kids the wrong ways and means to win. Instead, let us pass on the beauty and humanity of a helping hand.

Because honesty and ethics are winning!"





Microfinance

entities cut rates

Small lenders' industry body MFIN said microfinance entities have started reducing loan interest rates and adopting guardrails, following repeated rebukes by Reserve Bank Governor Shaktikanta Das for levying "usurious" charges on borrowers. Terming the move as "proactive", MFIN said lenders have started reducing interest rates on loans and are also adopting guardrails to safeguard borrowers. Das had, chided microlenders for charging "usurious" interest rates, and also followed it up with a warning on July 19 of revisiting regulations allowing flexibility for the sector because of such conduct.

"MFIN as the first Self-Regulatory Organisation (SRO) in India has been working with its members to ensure that this flexibility is used responsibly, and efficiency gains are passed on to clients," the industry body said in a statement. Claiming that the sector has demonstrated "maturity", MFIN said 10 of its members have cut interest rates by around 1.50 per cent in the last few months despite the elevated cost of funds in the economy. The reduction has been possible due to the improved credit quality of portfolio created post COVID, increase in efficiency of operational processes and adoption of technology and diversification of the sources of funding, it said.



BFSI sector to see significant employment surge

India's BFSI (Banking, Financial Services, and Insurance) sector is poised for a significant increase in net employment in the first half of FY25, according to a report by staffing firm TeamLease Services. The banking sector is expected to lead this growth, with a projected 7.2% rise in net employment from April to September 2024. Non Banking Financial Companies (NBFCs) follow closely, with an anticipated 5.41% increase reflecting their ambitious workforce expansion plans.

The insurance sector is set to see a 5.25% growth in net employment, driven by the need for regulatory compliance, cybersecurity, and enhanced customer engagement. Meanwhile, the fintech sector is expected to experience a 4.89% rise, attributed to the growth of UPI (Unified Payments Interface) and the expansion of the open banking ecosystem.

The report highlights NBFCs as having the highest propensity to expand their workforce, with 65% of respondents planning to hire more employees, 16% intending to reduce their workforce, and 19% expecting no change.

In the banking sector, 60% of respondents plan to increase their workforce, 20% intend to downsize, and another 20% foresee no changes.

The banking industry's growth is supported by strong economic indicators, including an 11 year high in credit growth for scheduled commercial banks at 15.4% in FY23, compared to 10% in FY22, and a three year high credit deposit ratio of 75.8%. These figures reflect robust economic activity and borrower confidence.



Sa-Dhan launches stricter norms for MFI members

Sa-Dhan, a Reserve Bank of India (RBI)-recognised self regulatory organisation (SRO) for microfinance institutions (MFIs), has introduced stricter guidelines for its 220-plus members, barring them from extending fresh loans to households with MFI exposure of beyond Rs 2 lakh.

"Households with microfinance exposure of beyond Rs 200,000 should not be given additional loans. The RBI-prescribed 50% FOIR (fixed obligation to income ratio) continues to apply," the SRO said. Every MFI must mandatorily do a comprehensive credit bureau check at the household level for approving a small-ticket loan.

To avoid over-leveraging of already-stressed borrowers and reduce the chance of pushing them into debt traps, no loan should be given to any borrower whose account is recognised as a non-performing asset (NPA) with any lender for any loan amount of more than Rs 3,000.

Suggestions? Feedback?

Do write to us at

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