



MIRROR 63, APRIL 2025

REFLECTIONS: A GRASSROOT GAZETTE

Inside these walls a brighter tomorrow

Message from our Director

We had a strategic business plan meeting to reflect upon the hits and misses of FY 24-25 and draw up a comprehensive plan and approach for FY 25-26. The team came up with new programs / courses and some innovative methods to promote our existing flagship courses of CPMM and CPHF.

I take this opportunity to thank the entire RTMs handling Belstar Microfinance L&D activity for providing impactful and quality trainings. It is my pleasure to announce that we have received approval from their Board for conducting training for the FY 25-26. I thank the Board and management of Belstar for their continued support and confidence.

Based on the performance appraisals, the increments and promotions were announced for which I thank the management and the HR Committee. I am confident that our team will work with renewed vigour in the coming year and achieve higher growth and create more impact.

Congratulations to the RTMs who have been nominated for the Best trainer of the quarter and Best trainer for the year. The recognition will further boost their performance.

The second batch of jute products training sponsored by the National Jute Board was successfully completed this month. Plans are underway to start a jute cluster out of the trained women.

After receiving positive feedback on the first batch, we delivered a session on Financial Literacy for the second batch of First Solar staff. As per our discussion with their management more batches are planned over the coming months.

The second batch of the credit based entrepreneurship course at Saveetha Engineering College is progressing well as per schedule.

The Tally Prime Essential Level II course is successfully running simultaneously across various locations- Academy, Vidhya Sagar Women's College and Indo-American College.

With renewed vigour and in line with the plans finalised at the strategic meet, our marketing and business development team are active with their promotional activities, counselling sessions and personal visits to existing and new institutions. We had several MOUs signed this month with colleges and they are expected to yield results in this financial year.

The site visit in connection with our application submitted to TNOU for 2 initiatives- starting a community college and conducting various certification and short-term courses is expected shortly.

The Academy played host to several events for the group entities and I thank them for their continued support.

Stay FIT. Stay HEALTHY. Stay HAPPY.

S. Chandrasekar, Director, HIH Academy

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Training outreach

HIH Academy has been delivering comprehensive training services to Belstar Microfinance Limited since the 2019–20 financial year. With the commencement of the 2025–26 financial year, the Academy’s training team continues to deliver its regular training programs for newly inducted and existing employees.

These initiatives begin with structured Induction Programs that familiarize new hires with Belstar’s organizational processes and systems. This is followed by Role-Based Training, tailored to equip employees with the practical skills and knowledge required for their specific job functions. Through consistent and high-quality delivery, HIH Academy continues to strengthen Belstar’s capacity-building efforts and workforce readiness across its operational footprint.

In April, 389 training sessions were conducted with 2161 participants covering 2666 man-days.



Table : Topic wise training April 2024

S. No.	Topic	No. of sessions	No. of participants	Man-days
1	Common Induction training	61	505	1010
2	Role based Induction training	96	493	493
3	Branch Refresher Training	78	598	598
4	Code of Conduct	8	82	82
5	Belstar Culture & Values	9	73	73
6	POSH & Cybersecurity	10	92	92
7	Refresher Training/Focus session	5	196	196
8	ODT	122	122	122
		389	2161	2666

RECOGNITION:

Regional Training Managers (RTMs) – FY 2024–25

As part of the quarterly and annual performance recognition process for the Regional Training Managers (RTMs), the following RTMs are acknowledged for their commendable contributions:

Quarter 3
(FY 2024–25)



Ms Mansura Khatun
RTM, West Bengal

for outstanding performance and delivering impactful training to Belstar Microfinance Limited for **Q-3, October – December 2024 (FY 2024-25)**

Quarter 3
(FY 2024–25)



Ms Lopita Mallick
RTM, Odisha

for outstanding performance and delivering impactful training to Belstar Microfinance Limited for **Q-3, October – December 2024 (FY 2024-25)**

Quarter 4
(FY 2024–25)



Mr. Venkatesh Kodamanchili
RTM, A P & Telangana

for outstanding performance and delivering impactful training to Belstar Microfinance Limited for **Q-4, January – March 2025 (FY 2024-25)**

**Best trainer
of the year 2024-25**



Mr. Ponnappa N B
RTM, Karnataka

A consistent top performer throughout the year, Mr. Ponnappa has been instrumental in maintaining training quality and achieving targets across all quarters. His strategic approach, timely reporting, and collaborative spirit set a benchmark for excellence.



(from left) Tally Prime course at Indo- American college, Ideation Process sub-group discussion - Credit Based Course on Entrepreneurship

Tally Prime Course

Currently, two batches are running concurrently, comprising students from Indo-American College and Vidhya Sagar College. The courses have progressed smoothly through various stages, culminating in the completion of the final mock assessment tests. In addition, students have submitted their consolidated assignment reports, which reflect their practical understanding and application of Tally software concepts and functions.

The final TEPL examinations are scheduled to be held in the second week of May 2025.



Credit-Based Course on Entrepreneurship



HIH Academy has launched its second batch of credit-based courses on Entrepreneurship for students of Saveetha Engineering College.

Commencing on 13th February 2025, the batch currently has 64 enrolled students and is progressing well. The course is being designed and implemented by Hand in Hand Academy, with faculty members leading sessions on a range of ideation-focused topics.

32 Plus Pain Points identified, 28 plus Ideas developed using Design Thinking Tools. Several Ideas are shortlisted for further development

Financial literacy training

The second batch of training on Financial literacy and planning was conducted for the staff of FS India Solar Ventures Private Limited at their factory in Sriperumbudur on 25th April 2025.

This second batch specifically targeted 34 female staff members aiming to equip them with foundational knowledge in personal finance and long-term wealth creation strategies. The training was designed to empower participants with practical financial skills, enabling them to make informed decisions and build financial stability over time.





Jute Bag Skill Training

The Academy has launched the second batch of its Jute Bag Skill Training program, which is funded by the National Jute Board. This initiative aims to empower rural women by providing them with the necessary knowledge and skills to produce jute bags and other jute products. The program covers aspects such as product creation, pricing strategies, and marketing techniques.

The training commenced on March 6, 2025 and completed on 9th April 2025, at the Academy, with 20 women selected and coordinated by the SHG Social Mobilization Team. The primary goal of this program is to encourage eco-friendly entrepreneurship and create sustainable livelihood opportunities.



The 35-day training is divided into three distinct phases:

- I. Basic training (14 days)
- II. Advanced Skill training (7 days)
- III. Design and Printing (14 days)

This structured approach ensures that trainees gain comprehensive hands-on skills in jute bag design and sewing,

preparing them for the commercial production of jute and jute-based items. The entire training program is conducted by Master trainers who are empaneled with the National Jute Board.

The certification and closing ceremony for this batch was successfully conducted by the Academy on April 17, 2025.

Special Visit

Senior Faculty Members of St. Joseph's Engineering College visited Hand in Hand Academy on 22nd April 2025 to explore potential collaborations

The Academy team interacted with faculty members and explained to them about the possibilities of several programs such as Rural Entrepreneurship Program, Advanced Excell Program, Digital Marketing Program, Fintech Challenge Program, Business Plan Challenge Program, and Tally Prime course (for MBA and Degree students)

The visitors were highly impressed with the offerings and informed that they would organize a visit of their MBA students to Academy shortly along with possibilities of signing MoU and starting few programs.





Go 2 Market

Promotional Activities

Further to the strategic plan discussed and finalised, the HIIH Academy marketing team has commenced its promotional initiatives for the Financial Year 2025–26.

Our current focus includes, forging new institutional partnerships, promoting existing skill development courses through innovative methods and exploring potential collaborations through strategic outreach. The team conducted promotional sessions and orientation meetings at multiple colleges across the region.

(From left) Recruitment of trained students of Karpaga Vinayagar College, MoU with Christ Arts and Science College, MoU with Meenakshi Sundararajan Group of Institutions

We are pleased to announce the signing of Memorandum of Understanding (MOUs) with two academic institutions: Meenakshi Sunderarajan Group of Institutions and Christ Arts & Science College. These partnerships mark a significant step forward in enhancing our academic collaborations and expanding our reach.

Furthermore, we facilitated the recruitment of our trained students from Karpaga Vinayagar College with Varashakti Housing Finance Limited, demonstrating a tangible outcome of our skill development initiatives.

Hosting Events



(Clockwise from left)
Spoken English training for MG School teachers, TOT session on Mera Bill App conducted by SHG Enterprise team, VHFPL Induction training, Belstar review meeting.



Charlie Chaplin lived 88 years
He left us 3 Heart Touching Statements

(1) Nothing is Permanent in this World, not even our Troubles.

(2) I like Walking in the Rain, because NoBody can see my Tears.

(3) The Most Wasted Day in Life is the Day in which we have not Laughed.

LIFE is to Enjoy with Whatever you have with You, Keep Smiling...!

If you feel STRESSED, Give yourself A Break.

Enjoy Some.. Icecream/ Chocolates/ Candy/ Cake... Why...? B'Coz...:

STRESSED backwards spelling is DESSERTS...!! Enjoy...!





MFIN Unveils Online Certification

Microfinance Industry Network (MFIN) recently launched "ASCEND - The Education and Advancement program in microfinance" Programme, an online initiative to build professional capability, promote responsible lending, and enhance customer protection in India's microfinance sector. Designed for field officers, branch managers, and aspiring professionals, the programme aims to equip participants with essential knowledge in financial inclusion, regulatory compliance, credit appraisal, customer engagement, ethics, and digital transformation.

In collaboration with the Bankers Institute of Rural Development (BIRD) and supported by NSEIT's secure digital infrastructure, the Certification Programme provides comprehensive, industry-relevant training for frontline officers and managers, preparing them to champion financial inclusion and client protection across the microfinance sector.

Speaking at the launch, Dr Alok Misra, CEO & Director, MFIN said: "Field officers are the backbone of the microfinance industry, connecting underserved communities to formal financial services. This certification program is a step towards recognizing their pivotal role, while providing them with guidance, knowledge, and ethical frameworks to serve clients better and foster responsible finance."

The programme combines self-paced online modules with recorded expert sessions and live doubt-clearing interactions, offering a flexible and engaging learning experience.



Home loan interest: Rates dip below 8%.

PSBs faster in passing on repo rate cut benefit

Home loan borrowers have a reason to cheer again. In a move aimed at supporting growth, the Reserve Bank of India (RBI) has cut the repo rate by another 25 basis points, bringing it down to 6%, at the April Monetary Policy Committee (MPC) meeting on April 9.

This is the second rate cut in 2025.

The central bank also shifted its policy stance from 'neutral' to 'accommodative', signalling room for more easing in the near future.

Existing borrowers should verify if they've received the full benefit of the repo rate cut from their lender.

Interest rates on new home loans have dipped below 8 percent after the Reserve Bank of India's (RBI) repo rate cut of 25 basis points on April 9.

Public sector banks have already passed on the benefit to their existing as well as new customers. All retail floating rate loans sanctioned after October 1, 2019, are linked to an external benchmark, which is the repo rate, for most banks. As per the RBI, all banks have to pass on the repo rate changes to existing borrowers. Private banks trail in passing rate cut benefits.

After the consecutive 25-bps repo rate cut in the February and April monetary policy announcements, some banks have not transmitted the entire benefit to new borrowers, choosing to adjust the spread over the repo rate instead.



BHIM UPI 3.0 explained: New features, cashback, and financial inclusion

The National Payments Corporation of India recently introduced BHIM 3.0, a significant upgrade to the BHIM UPI app, marking the third major update since the app was launched in 2016.

The National Payments Corporation of India (NPCI) has unveiled the Bharat Interface for Money (BHIM) 3.0 app with new features, including functionality in low-internet areas and money management services. Launched by NPCI BHIM Services Limited (NBSL), a subsidiary of NPCI, the new application is set to be fully rolled out by April 2025.

What are the key features?

The BHIM 3.0 app includes features like "Spend Analytics," which provides users with an intuitive view of their monthly spending patterns, and "Action Needed," a task assistant that reminds users of pending bills and suggests their payment through UPI Lite. The app also introduces family-specific features that allow users to split and track shared expenses, aiding better financial planning for families, according to NPCI's press release.

Suggestions? Feedback?

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