

MIRROR 21. OCT 2021

# REFLECTIONS :A GRASSROOT GAZETTE

Inside these walls a brighter tomorrow



## MESSAGE FROM OUR DIRECTOR

We have further extended the classroom training to more locations, while we continue to deliver online training sessions as well as to conduct online courses.

I am happy to announce that the 7th batch of the CPMM (Certificate Program on Microfinance Management) course, which was inaugurated on Vijayadashami day at our first satellite center-Pondicherry is progressing well. The batch size of 20 has completed their classroom training and is scheduled to commence their field training.

The 8th batch covering the Chengelpet region was inaugurated recently at the Academy. Efforts are on for commencing the next batch in Namakkal. Experienced faculty to deliver these courses have been empanelled.

A new module "Value of an Auditor" has been designed for the audit team and the training sessions would be rolled out from November.

We are at an advanced stage to firm up the next Tally Prime batch at a nearby college for their students.

The new RTMs at Bihar, Uttar Pradesh/Uttarakhand and Tamil Nadu (additional) were on-boarded and have commenced their training sessions.

I once again appeal to all readers to get themselves and their family members vaccinated and continue following COVID protocols and remain safe.

Happy reading and we look forward to your feedback.

**S. CHANDRASEKAR**  
Director

## This issue:

Message from our Director  
PAGE 01

Training & Development  
PAGE 02

Programs, Outreach,  
coverage  
PAGE 03

Tally Prime, Satellite Center,  
Visit of Mr Sridhar Ganesh  
PAGE 04

BFSI Sector updates  
PAGE 05



# Training & Development

The focus of the month has been largely on initiating the courses that the Academy had planned earlier. The Academy has crossed another milestone by launching the first Satellite Centre in Pondicherry on 15th October 2021, on the Vijayadhasami day, with a Certificate Programme in Microfinance Management(CPMM), batch VII.

On the training front, the team continued with the induction training programs which included Common and Role-based induction. In addition, the team also conducted training on 'Relevance of Branch Based Operations' during October 2021.

## Common Induction training

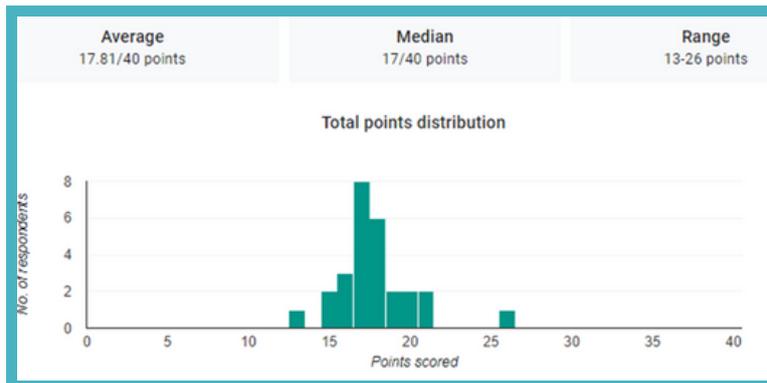
In view of the easing field situation, the Academy training team started conducting classroom training sessions pan India. The induction training programs are conducted in two slots – the first during the 1st week of the month and the second during the 3rd week of the month. The program included both the Common Induction and Role-Based Induction training. During the month, the team had conducted 26 sessions of Common Induction covering 259 new joiners through 518 person-days of training and 26 sessions of Role-based induction covering 255 participants.

Before commencing the training sessions, a pretest was conducted for the participants to assess their level of understanding of the Microfinance process and procedures. Similarly at the end, a post-test was conducted to compare the level of improvement in their understanding. The graphical presentation of pre and the post-test result of Tamil Nadu region training conducted at Academy on 26-28 Oct 2021 is as follows:

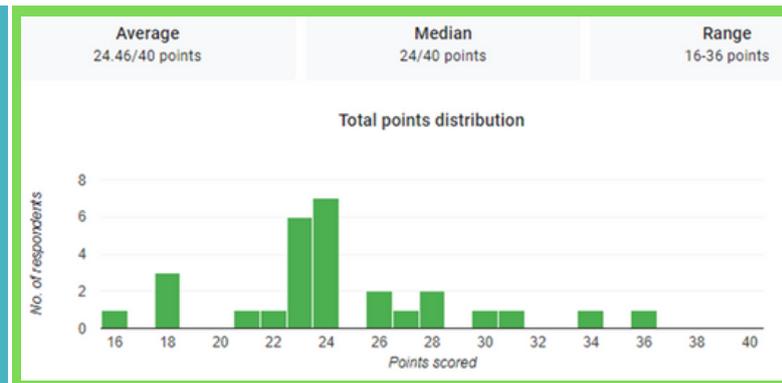
“Leadership and learning are indispensable to each other.”  
 – JOHN F. KENNEDY



### Pre-test



### Post-test

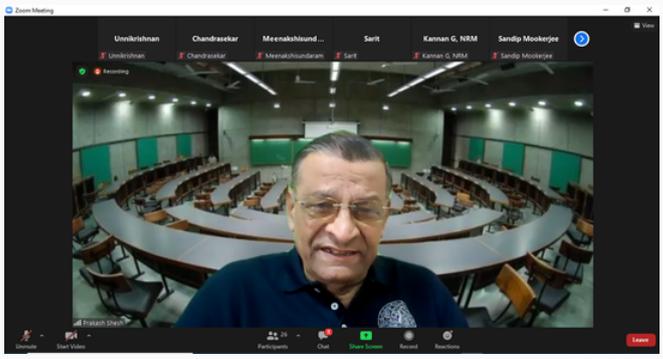


# Programs, Outreach and Coverage

S.No.	Topic	Cumulative upto Sept 2021			October			YTD		
		No. of sessions	No. of participants	Man-days	No. of sessions	No. of participants	Man-days	No. of sessions	No. of participants	Man-days
1	Common Induction training	130	1330	2660	26	259	518	156	1589	3178
2	Role based Induction training	151	1242	1296	26	255	255	177	1497	1551
3	Relevance of Branch Based operations				57	2010	2010	57	2010	2010
4	Refresher Training				2	20	40	2	20	40
5	Leadership training for Sr. Mgmt	7	89	89	2	25	25	9	114	114
6	Collections with Finesse	78	2660	2660				78	2660	2660
7	Effective English Communication	30	41	615				30	41	615
8	Fino CMS training	2	50	50				2	50	50
9	Focus session for BMs	24	603	603				24	603	603
10	Leadership training - RM level	4	43	86				4	43	86
11	MFIN RADAR App training	3	104	104				3	104	104
12	MSEL - Refresher training	4	85	85				4	85	85
13	Training on Audit process	4	83	83				4	83	83
14	Training on SAMRITHI App	59	2258	2258				59	2258	2258
15	Village as a Business Centre	7	225	225				7	225	225
		<b>503</b>	<b>8813</b>	<b>10814</b>	<b>113</b>	<b>2569</b>	<b>2848</b>	<b>616</b>	<b>11382</b>	<b>13662</b>

## Refresher training

Belstar Microfinance Limited (BML) has been scaling up its operations pan India and it is important to enhance staff productivity and performances in alignment with the company's vision and strategies. The Refresher training programs focus on reinforcing the operational and process standards for each role. A refresher program was conducted for the Kerala region and 20 staff members attended.



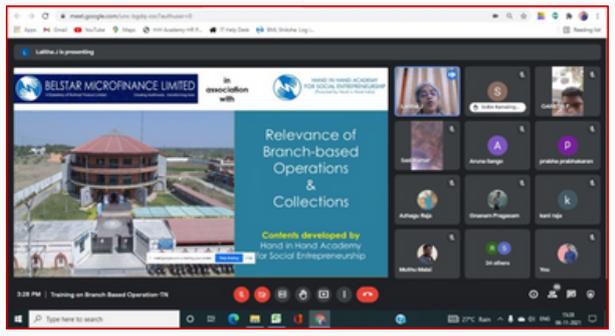
## Leadership training

In this year of pandemic, there is an immediate need to improve leadership skills and abilities, to effectively manage change, achieve better work culture and nurture future leaders in teams. Since May 2021, Academy has organized Leadership training for Belstar Senior Management team. Further to the directions of CMT, from September 2021 onwards, the Senior Management team of Hand in Hand India and other group entities also participated in the training. Mr Prakash Shesh, Management Trainer, Alumni of IIM, Ahmedabad, handled the sessions.

- Topics covered during October 2021 training:
- Assertiveness & Constructive Criticism
  - Management of Crisis

## Relevance of Branch Based operations

Even in the age of online banking, customers still prefer face-to-face interactions in the branches, especially for complex financial transactions. Familiarity through existing relationships, referrals, and reputation is very powerful when it comes to deciding where to approach financial products and services. Based on the inputs received from Belstar, the Academy faculties had prepared the contents for training on 'Relevance of Branch Based Operations' and shared them with Belstar for technical vetting. Based on the reviewed and finalized contents, the Academy commenced the virtual training sessions pan India. A total of 57 programmes were conducted in which 2010 staff members participated.





## Tally Prime course

During the month, the regular classroom sessions of two batches of Tally Prime continued. First batch students completed their 50 days of class room sessions. Our CMT Dr. Kalpana Sankar along with Mr. Sankar IAS, had visited the computer lab during their visit to Academy and interacted with students and the faculty. CMT madam expressed her happiness and appreciated the efforts of the team and suggested to initiate more job-oriented courses.



## Satellite centre, Puducherry

The Academy has crossed another milestone by launching the first Satellite centre in Pondicherry on October 15th, 2021, the Vijayadhasami day. The concept of the satellite centre was implemented with an idea to take the Academy's services to the operational locations to reach more young graduates/candidates and offer job-oriented courses in their respective places/zones during this pandemic.

The batch has a total of 20 students, with a gender mix of 7 males and 13 females. Upon completion of a month of theoretical classes, the students will be assessed along with the Belstar Zonal team and assigned to the Belstar branches for undertaking field practice.



## Visit of Mr. Sridhar Ganesh

On 28th October 2021, Mr. Sridhar Ganesh Chairperson, Management Development Centre of Loyola Institute of Business Administration, Chennai and Independent Director on the Boards of Adrenalin eSystems Limited (a subsidiary of Polaris, an IT major) and Equitas Housing Private Limited visited the Academy. He was received and welcomed by our CMT accompanied by the senior HR team.



## SEBI Committee approves the creation of Social Stock Exchange in India



The Securities and Exchange Board of India (SEBI) approved the creation of the 'Social Stock Exchange' which is seen as a game-changer in the social impact segment. This is particularly relevant in a vast country like India with wide socioeconomic differences across segments. This Exchange will aim to provide a more organized and structured approach for the functioning of non-profit organizations and further help unlock funding for social impact in the country. SEBI's credibility and endorsement promise to help reduce the trust deficit that social organizations face in India. SEBI has specified that SSE will allow both, nonprofit and for-profit social organizations to list on the Exchange.

Social Stock Exchanges (SSEs) have emerged in recent times in many countries to address some of the challenges between the social sector and private capital. SSEs are regulated platforms that bring together social organisations, donors, and investors to facilitate funding and aid in the growth of organisations with a social purpose.

Suggestions? Feedback?  
Do write to us at  
[info@hihacademy.edu.in](mailto:info@hihacademy.edu.in)

## Loan collections for non-bank lenders surpass pre-second wave levels: ICRA

Collection efficiencies for securitised retail pools originated by Non-Banking Finance Companies (NBFCs) and Housing Finance Companies (HFCs) improved significantly during the September quarter on the back of continued decline in fresh Covid-19 infections, rating agency ICRA said on Wednesday.

Collection efficiency including overdue collection for the most affected asset classes, that is microfinance and SME loans reached close to 100% for September 2021 from a low of 80% seen on May 2.

## RBI announces revised regulatory framework for NBFCs, to be effective from Oct 2022

The NBFC sector has undergone a significant transformation over the years and has created its own niche in supplying credit to retail customers in the relatively under-served and unbanked areas.

Over the past decade, NBFCs have grown significantly in number, in size, complexity and interconnectedness within the financial sector. Many entities have grown and become systemically significant, fueled by the lighter regulatory framework, and may pose potential systemic risks. To align the regulatory framework for NBFCs keeping in view their changing risk profile, RBI has released a revised scale-based regulatory framework for NBFCs encompassing different facets of regulation covering capital requirements, governance standards, prudential regulation, etc. These guidelines are set to be effective from 1 October 2022.

## Why only 20% of India's over 6 crore MSMEs are led by women?

The number of micro, small and medium enterprises (MSMEs) led by women entrepreneurs in the country has jumped from a mere 2.15 lakh, as per the MSME Ministry's FY11 annual report, to 1.23 crore in FY21. Women MSMEs have managed to enhance their share in the overall MSME base from 13.72 per cent to 20.37 per cent in the past 10 years. Now whether 7 per cent is a fair growth or not in 10 years is debatable, but experts believed women's participation in the MSME sector needs to be enhanced on a war footing from 20 per cent for India to multiply its economic growth.

The prime reasons for the low share of women MSMEs in the overall MSME base in the country, according to experts, are arguably unconscious biases, challenges in accessing finance and building own network, lack of safety in public spaces, sometimes not getting enough support from family, lack of child-care options, often lack confidence in their own skills in business, etc.

Women put their substantial time looking after family and in the remaining time pursue their passion. To expand that idea into a proper business, they need more time and physical space to first test their model. They can't invest heavily directly into setting up an office or buying land for a factory while managing the family. There is no gender parity here as men can dedicate more time to work or business and invest more. That's an unsaid truth. There should be a plug-and-play infrastructure for them to commercially test their models without much investment.