

MIRROR 26. MARCH 2022

REFLECTIONS :A GRASSROOT GAZETTE

Inside these walls a brighter tomorrow



Message from our Director

March was a very busy and action-packed month. Apart from the year-end pressure on the teams to complete their respective targets, we had the Board of Trustees meeting on 26th Mar at the Academy. The same day witnessed another important event- ALUMNI MEET. It was a daylong event well attended though but for the year-end pressure, more would have participated.

Coinciding with this event, the entire RTM team came for a 4-day trip covering Chennai and Kanchipuram and this was very enjoyable and useful, both for the RTMs as well as the Academy team.

The final assessment was completed for the CPMM 10th and 11th batches in Cuddalore and Mecheri respectively and onboarding to Belstar is in progress. The 13th batch was inaugurated at Tirunelveli, while the forthcoming batches are planned at Virudhunagar, Coimbatore and Vellore.

March month means celebration of Women's Day as an event and this year too while a combined event of Belstar and HIH took place at Hilton Hotel, the SHG pillar conducted its event at the Academy to felicitate the entrepreneurs. Tally Prime, Full stack and TNPSC courses are progressing well.

The Academy team is in touch with the HIH group entities to understand their training needs and I see this initiative translating in various customized training offerings commencing May 2022.

Fresh from their visit to Chennai and Kanchipuram, our RTMs continue to deliver quality sessions for the Belstar staff at all locations and in March assisted the field teams in regular and OD collection.

The new financial year has commenced, and the Academy is gearing to augment its offerings and expand its presence.

Please continue to follow COVID protocols and remain safe.

Happy reading and we look forward to your feedback.

S. Chandrasekar
Director

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Training outreach



In Mar 2022, the training team continued its focus on the regular ongoing programs such as the Welcome call, Common Induction and Role-based induction program. Owing to the year-end pressure, it was mutually decided to postpone some of the induction programs to April. The team has conducted 51 sessions covering 937 man-days.

In addition, the RTMs had accompanied the SOs in the field as part of Observation and Demonstration Training (ODT). A total of 106 visits were conducted by RTMs in the field along with newly joined Sales Officers (SOs) during March 2022.

The Academy has completed 21788 man-days of training from April 2021 to March 2022 for Belstar Staff.

Course : CPMM



Certificate Program in Microfinance Management (CPMM) course, batch X at Cuddalore and batch XI at Mecheri, has been completed each fulfilling its 45 days of sessions by March'22 with their final evaluation. Belstar HR has interviewed both batches of students for onboarding.

The students are expected to be onboarded by April 2022. The Academy rolled out its CPMM batch XII at Tirunelveli on 12th March 2022 with 15 students. Mr.S Chandrasekar, Director, HIH Academy inaugurated the programme.

"I think the success of any school can be measured by the contribution the alumni make to our national life."

**- John F.
Kennedy**

Institutional visits and students mobilization



The business development team visited several colleges to promote Academy's programs viz., TNPSC Coaching, Soft Skill training and Innovative Entrepreneurship programs across PT Lee CNCET college, Tirumalai Engineering college, Sri Krishna Arts & Science college, SSKV college, Sankara University (KPM) and Ranipet Arts & Science College (Ranipet). A few courses to be initiated at a satellite Centre at Ranipet are being explored. An Online workshop on "Innovation Thinking" was conducted for the students (45 enrolled) of Sankara University on 8th March, 2022 by Mr.Yeshaswi Nag and received positive feedback.

Academy Credentials

CSR project for Rs 34.70 lakhs received from Veritas Finance, to train 730 rural youth in skill and entrepreneurship development. This is a repeat project from Veritas, reflecting their satisfaction with the training outcomes of the earlier project.

Received DARPA Registration, an interface between Govt. and NGOs which would pave way for applying Govt. projects and schemes.

Received CSR Registration number which will enable Academy to directly apply for CSR funding, paving way for future opportunities.

FIELD BYTES

We know how important it is to do collection of loans. The cycle of credit completes with the collection and starts fresh again. Collection is not an end - Collection helps us initiate the next cycle.

As RTMs we have been getting great exposure in participating with the collection efforts put in by the branch teams. In fact, though we are training managers we are learning the practical techniques and imparting the same to the freshers in this Observation and Demonstration Training Methodology implemented recently.



Let me confess here that this is my first MFI experience and since my joining the company in November 2021 I have been thoroughly enjoying the job and amazed by the involvement of the teams at all levels.

Due to the yearend targets, this March 22, I had also gone along with the team of 3 Sales officers of the Kalani Nagar Branch, MP and with the support of the capable team I could also play a vital role in collecting Rs 69,000/- for the branch.

I am happy to share with you all that the Collection Head of Belstar Mr Mohan Krishna was kind enough in calling and appreciating me.

I was involved with the able branch team for three days in executing the collection drive and also was a part of the OTS of 7 accounts.

I thank the Branch Manager and the Sales Officers of the Kalani Nagar Branch and our Director of the Academy for having given me an opportunity to play a small role in the development of the Organisation.

- **Navin Gupta**, RTM, Madhya Pradesh



The Alumni meet organized by Hand in Hand Academy was held in the Academy on 26th March 2022. The "Alumni Meet 2022" is to reconnect with the Alumni and celebrate their success and various achievements.

The Alumni started arriving at Academy by 9.00 am and they were received by the registration team. The event started with a welcome address and briefing on Alumni day purpose and theme reflections by Mr Ganesh Kumar, Senior faculty, Hand in Hand Academy. It was followed up by small group discussions, and the thoughts and recommendations from the Alumni were showcased as posters.

ALUMNI MEET 2022

Reunite and rekindle

The open session started at 1.30 pm. Dr Joe, Head, HIH Academy welcomed the dignitaries and audience and gave a brief background of the Alumni meet and its importance. Retd. Air Marshal S Varthaman delivered the keynote address and shared his life journey starting from a village near Kanchipuram and becoming an Air Marshal in Indian Airforce.

Dr. Kalpana Sankar, Managing Trustee shared the Journey of Hand in Hand Academy and thanked the Board of Trustees of Hand in Hand India for their mentoring and guidance. Mr. Chandrasekar S, Director – HIH Academy delivered an introductory address. In his address, he mentioned the benefits of having alumni associations.

Hand in Hand Academy Trustee Mr U.A.Balasubramanian and Hand in Hand India, Advisory Trustees Mr K N Krishnamuthy & Dr Arun Kumar graced the occasion.

The event climaxed with cultural events from local performers followed by song and dance by the staff and Alumni.



Events:(Clockwise from above) Key note address by Chief guest; special address by Managing Trustee; certificate distribution; alumni group activity; experience sharing; programm booklet launch; cultural events



RTMs visit to the Academy



Academy had invited all its Regional Training Managers (RTMs) for the Academy Alumni Meet function. It was the first visit for most of the RTMs, so we planned their visit in such a way that get exposed to Belstar, Hand in Hand India and Academy key personnel and activities.

It helped them to feel a sense of inclusion among staffers, provided access to top management and made everyone feel like they were part of a cohesive team. The RTMs visit kick-started with an introductory session at Belstar with all department heads.

On the second day, the RTMs visited Hand in Hand India's various project locations and interacted with project beneficiaries and observed the impact of project interventions. This was followed by a session on improving presentation skills.

On the third day at the Alumni meet function, the RTMs facilitated the group activities and actively participated in the entire event. It was a good opportunity for RTMs to interact with all staff and reinforce the company's vision, values and mission.

Women's Day Celebration

As part of the SHG program, International Women's Day was Celebrated at Hand in Hand Academy on Thursday, 8th March 2022 along with 200 women leaders and entrepreneurs from various districts of Tamilnadu. Successful women leaders and entrepreneurs shared their experiences with a larger audience. 60 Best CLN and Women entrepreneurs received awards in this function.

Hand in Hand India and Belstar Microfinance Limited jointly organized the Women's day celebration on 10th March 2022 at Hotel Hilton, Chennai. Ms Vidya Gajapathi Raju, former Princess of Vijayanagaram was the chief Guest. And distributed the Women of Excellence awards to the staff during the occasion. Ms. J Lalitha & Ms. R Sumathi from HIH Academy received the Women of Excellence award.



BFSI Sector updates

Microfinance Is Evolving, So Should The Rule.....

RBI guidelines reflect the changing dynamics of the microlending industry and the future of an India of empowered women.

The concept of three-day customer training is now replaced with product introduction and description, which is completed in hours. The emotional bonding and training of customers is getting replaced with credit score and creditworthiness. This is in a big part being driven by the customer. For microfinance players, adapting to the new landscape needed additional support.

The RBI's new set of guidelines, published on March 14, 2022, aims to provide this support. The new rules define microfinance loans as 'collateral-free' loans to a household comprising husband, wife and unmarried children and with a yearly income of up to Rs 3 lakh (revised from Rs 2 lakh for urban areas and Rs 1.6 lakh for rural areas earlier). The new rules also lift the price cap on interest rates to ensure that all microlenders are brought on a common platform, which would augment growth for the industry.

BFSI Sector updates

RBI's new guidelines to make microfinance stronger



The Reserve Bank of India (RBI) recently released its final guidelines for microfinance institutions (MFIs) that will be applicable to all entities (banks, small finance banks and NBFCs) engaged in this sector.

Unlike the earlier definition that distinguished between rural and urban, RBI has now set a common household limit of Rs 300,000 for loans to qualify as microfinance. For entities to qualify for an NBFC-MFI license, they should have at least 75% of assets in microfinance and the cap on NBFCs was increased to 25% of assets as against 10% earlier.

Besides, maximum possible indebtedness per borrower was increased to Rs 240,000 (from half of that earlier) and, most importantly, the 10% spread cap that was applicable to NBFC-MFIs has also been done away with.

The guidelines are positive for NBFC-MFIs, especially because it levels the playing field for them (hitherto the 10% spread cap was applicable only to NBFC-MFIs) and it allows the board to create a policy that prices the credit risk adequately. Increasing the household income threshold to Rs 300,000 will also expand the addressable market for MFI players.

Suggestions? Feedback?
Do write to us at
info@hihacademy.edu.in

Increased Opportunity For Women

Women customers are the backbone of the microfinance industry, and the credit for the sector's phenomenal growth goes to them. Their habit of saving, prudent spending, and timely repayment to be eligible for the next loan is commendable. By the next decade, India will have 75 million women in the workforce. Today, we have only about 27 per cent, women in the workforce and as we take it to the global average of 48 per cent, according to a World Economic Forum study, we will add over \$700 billion to the economy. So, that is just a glimpse of our clientele.

Microfinance loan rises 10% to Rs 2.56 lakh crore: MFIN data

The microfinance loan portfolio of all lenders grew about 10% year-on-year to Rs 2.56 lakh crore at the end of December, 2021, compared with Rs 2.33 lakh crore a year back, data released by MFIN showed.

Microfinance operations witnessed a steady growth after being impacted by the second wave of Covid in the first part of this fiscal year," the industry organisation said.

The sector served 5.57 crore unique borrowers through 10.58 crore loan accounts.

At the end of last year, 13 banks together held the largest share of the micro loan portfolio with total loan outstanding at Rs 1.04 lakh crore, which is 40.4% of total microfinance universe. NBFC-MFIs are second largest provider of micro-loans with collective loan outstanding of Rs 87,444 crore, accounting for a 34.2% share. Small Finance Banks have a total loan amount outstanding of Rs 42,847 crore with total share of 16.7%. NBFCs account for another 7.6% share and other MFIs account for 1.1% of the universe, MFIN data showed.



Banks ask RBI to allow cloud adoption, list the dos & don'ts

Battling onslaught from fintech firms, high-street banks want the Reserve Bank of India (RBI) to lay down the rules that allow them to store and analyse data on Cloud which, they believe, is at the heart of digital transformation.

In a report submitted recently, they have asked the regulator to set out a "clear and not unduly burdensome process" for banks and financial institutions to follow when outsourcing and adopting the selection, on boarding and management of cloud services. "The outsourcing guidelines of RBI are largely silent on hiring Cloud services. On Cloud adoption, institutions depend on MeITY (the Ministry of electronics and information technology) and TRAI. But given the sensitivity about customer data, banks are looking for guidance from RBI. What kind of data can be on Cloud, what should be the protocol," said a senior banker.

Belstar Microfinance raises Rs 275 cr from Affirma Capital, others

Belstar Microfinance Limited (BML), a subsidiary of Muthoot Finance Ltd, on Friday said it has raised equity capital of Rs 275 crore from a new investor Affirma Capital and others.