

MIRROR 27. APRIL 2022

REFLECTIONS :A GRASSROOT GAZETTE

Inside these walls a brighter tomorrow



Message from our Director

After a very busy and action-packed March, April focussed mainly on the Belstar training besides a few new initiatives.

Annual staff appraisals were completed and increments/revisions as applicable were announced.

The final assessment was completed for the CPMM 12th batch in Tirunelveli and onboarding to Belstar is in progress. The 13th batch was inaugurated at Virudhunagar and the 14th at Vellore, while the forthcoming batches are planned at Coimbatore, Gudiyattam, Villupuram etc.

The Tally Prime course at IAC has concluded satisfactorily while the Full-stack and TNPSC courses are progressing. The one-day workshop on Linux and Cloud Computing was well received and we expect to leverage this participant database for offering other courses at the Academy.

In respect of training for staff of HIH group entities, we have made a start in terms of discussion, proposal etc. with MG School, Varasakthi Housing while others are to start soon. The customized training offerings will commence from June 2022.

Our RTMs did a commendable job in March by assisting the Belstar team in improving the collections, especially on OD accounts. With classroom sessions at all locations, they continue to deliver quality training for the Belstar staff including assisting in field visits through the ODT initiative.

I attended the TN RM meet of Belstar to deliver a session on staff training and CSR. It was gratifying to note the positive response received in respect of the CPMM students who have been placed at Belstar. With renewed vigor we plan to expand the CPMM coverage across TN and to other states too in this new financial year.

The Vels University MOU is expected to open opportunities for a long-term association.

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

During April 2022, the training team focused on delivering the training on 'First Time Right Report (FTR) with support of the Centralized Operations Center (COC) team for Belstar Pan-India staff, in addition to the other routine training – welcome calling, common induction and role-based induction.

Also, the Regional Training Managers (RTMs) visited various branches and conducted Refresher training for Branch level staff.

S. No.	Topic	Apr-22		
		No. of sessions	No. of participants	Man-days
1	Common Induction training	32	419	838
2	Role based Induction training	21	355	355
3	FTR-COC and Branch Refresher Training	58	590	590
4	Observation & Demonstration Training (ODT)	189	189	189
		300	1553	1972



Course : CPMM

CPMM XII: Certificate Program in Microfinance Management (CPMM) course, batch XII, Thirunelveli completed its 45-day duration by end of April with their final evaluation. The Academy has started the placement process with Belstar. Belstar HR team has scheduled an interview on 5th May 2022.

CPMM XIII & XIV: The Academy rolled out its CPMM batch XIII on 6th April 2022 with 14 students at Virudhunagar and batch XIV on 30th April 2022 with 18 students at Vellore.



THEORY OF LIFE:

When Flood comes,
the Fish eat Ants.
But When water dries,
the Ants eat Fish.

Life gives chance
to everyone. Just
have to wait for
our turn.

One Day Workshop

One Day Workshop on Linux Networking Administration and Cloud Computing Technologies

The Academy organized a one-day workshop on Linux networking administration & cloud computing technologies on 29th April 2022 for IT Engineering & Computer science students from colleges in and around Kancheepuram. 51 students paid the nominal fee and actively participated in the workshop upgrading their technical skills in the emerging area.

Prof. Satish Kumar, Faculty, Computer Science Department, Anna University and Dr Kumaravelu, HOD, Department of Computer Science and Engineering, P.T.Lee Chengalvaraya Naicker College of Engineering and Technology handled the sessions. The Academy team will follow up with the students for enrollment into new courses to enable better placement opportunities.



VIT - MSW Students NGO Visit programme:



VIT University, Vellore approached the Academy for an NGO exposure for their School of Social Sciences, MSW second semester students (CD and MP) with a "one-day orientation cum field exposure". 23 students and 4 faculty members visited Academy on 30th April 2022. During the first half of the day, Hand in Hand India pillar experts gave an orientation on the thematic areas and in the second half, VIT team was taken to the field visits, showcasing some of the key interventions.

Promotional Activities

The mobilization team continued its efforts to mobilize students for Academy courses by moving into the field to meet with the prospective youth groups, visited colleges and motivate them to enroll and utilize the various academy courses at Academy.

During April, besides Full stack Web Development and Tally Prime courses, the team also explored possibility of enrolling students for Soft Skill training and Entrepreneurship programs across Vidysagar Arts & Science College, Pachiyappa's Arts & Science College and Adhi Engineering College.

The Academy Team also had a fruitful interaction with Head, Entrepreneurship Cell at Vels University to provide its expertise to conduct a Five-Day Faculty Development Program (FDP). Based on their expression of interest, a proposal has been submitted to Vels University and they have agreed upon the proposal and the fees, and an MoU is under signature to be exchanged with Registrar of Vels University at a formal function.

The Academy senior team made a visit to an R&D center developed by Dr. Kumaravelu of PT Lee CNCET College, to study the Innovations and new Technologies developed for Handloom Weavers for easing out the drudgery. The Centre has been recognized by DST and NABARD and the technologies have been transferred to Weaver's Cooperative Societies. The Academy intends to explore introducing the innovative concepts to the weaving society.

A promotional Workshop on "Grand Entrepreneurship Challenge Program" was organized in P.T.Lee CNCET College on 18th April 2022. 212 students attended the workshop.

Career Guidance session



As part of our ongoing efforts to enhance visibility of HIH Academy, the Academy had organized two Career Counseling Sessions for college students.

A one-day Career Guidance session was held at Kanchi Sri Magalakshmi Arts & Science College, Arappakkam on 21st April 2022 and another such program was conducted at Pattamal Arts & Science College on 26th April 2022. During these programs, the students were informed of the various job opportunities in the Government and the private sectors and were oriented about the systematic job search and preparatory processes, besides appraising them about the courses available at the Academy.



Quality First-

Do it Right

the First

Time!!

First time right means "Correct in First Go". When a process input is 100 and output is 100 finished products, then the first time right is 100%. Why do we have to be first time right? Is it applicable to all the industries?

Many questions may arise.

FTR Training

- J. Lalitha, Faculty, HIH Academy

First time right means "Correct in First Go". When a process input is 100 and output is 100 finished products, then the first time right is 100%. Why do we have to be first time right? Is it applicable to all the industries?

Many questions may arise.

Yes! Doing everything First time right is cheaper than doing with corrections. We know that Time is Money and most important is which we cannot waste our time and the labour on repeated corrections and avoidable mistakes.

The first step in ensuring the increase in the number of First Time Right Applications, the First Time Right Report is generated and analysed. We will be able to identify the possible avoidance of the errors on diving deep into the FTRR. Our RTMs are conducting Refresher Training programs and one of the Agenda is to make our Belstar Team viz., SOs, Cos, BAs and BMs to be aware of the FTR since April '22.

The support of COC is also sought for by the Academy in running this program effectively. So far the RTMs in coordination with the COC have conducted programs with a special focus on FTRR (First Time Right Report) and how best it can be utilised in improvising our performance. In all 590 man days have been covered so far in explaining the avoidable mistakes which otherwise would lead to Corrections, Rework and Rejections of the applications. The necessity for following the four eyes principles and the need for re checking the documents and the contents before submitting to the next authority will reduce the delays caused.

Normally the mistakes like mismatching of the names (spelling mistakes), address, bank details, nominee details and member relationship information lead to the corrections to be made after submitting for the first time.

There are some errors wherein the rework has to be undertaken due to the invalid attachments , overwritten bank passbook , old group photo ,live photo not enclosed and etc., Certain major errors will lead to complete rejection of the applications viz., Market report, adverse CIBIL report, Income vs Obligations ratio not adequate and non-compliance of KYC requirements etc.,

If we take all the necessary precautions while handling the application for the first time the number of corrections, rework and rejections would considerably reduce. The time invested for the first time would lead to increase in the number of First Time Right Applications which is the positive sign in the growth of the Company as well as the employee.

BFSI Sector updates

Macro challenges of micro lenders

The freedom to fix interest rates has encouraged a few MFIs to jack up rates on Day One. It will take a while for borrowers to get the benefit as products, processes and digitisation evolve.

IMPETUS to support Micro-finance Institutions in India to raise funds

In a bid to create a comprehensive ecosystem for micro finance institution in India 'IMPETUS', a digital platform to facilitate fund-raising, has been rolled out by MFIN (Micro finance Institution Network) in partnership with Mindstone Maven LLP.

Belstar Microfinance Pvt. standalone net profit rises 150.81% in the Mar'22 qtr.

Net profit of Belstar Microfinance Pvt. rose 150.81% to Rs 29.27 crore in the quarter ended March 2022 as against Rs 11.67 crore during the previous quarter ended March 2021. Sales rose 47.58% to Rs 241.02 crore in the quarter ended March 2022 as against Rs 163.31 crore during the previous quarter ended March 2021.

Our tongue is always searching for the missing tooth rather than focusing on all the teeth that are present.



In the same way, we are always focusing on what is missing in our lives rather than counting our blessings.

Microfinance picks up in Q4 FY22 with 5% YoY growth

India's microfinance sector has projected a 13 per cent portfolio growth among lenders from the previous quarter and around 5 per cent year-on-year (YoY) growth in the fourth quarter of the financial year 2021-22, as per a report by Sa-Dhan.

The RBI recognised self-regulatory organisation (SRO) for microfinance institutions (MFIs) in its report has said that the field activities in the sector are returning back to normalcy.

During Q4 from the year-ago quarter, the Non-banking financial company (NBFC)-MFIs had registered growth of 19 per cent to Rs 94,096 crore in their portfolio.

While not-for-profit MFIs (NFPs) showed 30 per cent growth to Rs 2,745 crore. However there has been a 7 per cent to Rs 1.02 lakh crore dip in banks' portfolio. Although banks saw a decline in disbursements to Rs 35,773 crore in Q4 FY22 from Rs 46,911 crore in Q4 FY21, disbursements for all other lenders were up, said the report.

From Bihar, the good news on banking:

How Jan Dhan has deepened financial literacy among poor women, and in rural areas.

The Pradhan Mantri Jan Dhan Yojana, launched in 2014, is a national mission on financial inclusion that aims to ensure that all Indians, particularly low-income groups and weaker sections, have access to financial services, including a basic savings bank account, need-based credit, remittances, low-cost life and general insurance and pension. The scheme also envisages a robust financial literacy programme, with a key objective being to enable the beneficiaries to leverage digital technology and internet-based banking.

In Bihar, PMJDY has covered more than 5 crore beneficiaries, of whom more than 3.67 crore are in rural areas. Since 2015, more than 3.8 crore RuPay debit cards have been issued in the state. The reach of this scheme is indeed impressive.

NBFCs seek staggered migration to new norms; Shadow lenders continue talks with RBI

Mid-sized and small non-banking financial companies (NBFCs) are likely to be hit by rising costs while making transition to the new regulatory framework prescribed by the Reserve Bank of India (RBI), aimed at maximising regulatory parity between banks and non-bank lenders. While they are preparing to deal with higher spends towards guidelines like the implementation of core financial systems, they continue to engage with the regulator to seek a smoother and more staggered migration to the new norms.

Industry executives FE spoke to said companies are seeking some relaxations in implementation and additions to the guidelines in order to achieve a smoother transition. One of the additions being sought is that the loan limit to invoke recovery proceedings under the Securitisation and Reconstruction of Financial Assets and Enforcement of Security Interest (Sarfaesi) Act be harmonised for banks and NBFCs at Rs 1 lakh. Another request is that housing finance companies (HFCs) be allowed to exclude cash and bank balances while making calculations for the purpose of determining the minimum exposure they must have to home loans.

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