

MIRROR 18 . JULY 2021

REFLECTIONS :A GRASSROOT GAZETTE

Inside these walls a brighter tomorrow

Message from our Director

S CHANDRASEKAR

Hello readers

This is my first message after I was given the responsibility as Director of the Academy. In this challenging Covid pandemic era, I am happy to state that despite all odds, the Academy has continued to deliver online training sessions as well as conduct online courses.

Several new modules are being developed and delivered at the request of the Belstar management, and the outcomes are encouraging.

Sharing knowledge increases the productivity of the teams. One can work faster and smarter, as you get easier access to the internal resources and expertise within your organization. We at the Academy believe that effective training is one key factor to improving employee productivity and controlling attrition.

With things looking to ease up a bit in most parts of the country, we are looking to commence classroom training, both at our Academy premises and at satellite centers in other locations pan India.

Vaccination is the only safe way forward and I urge everyone to get vaccinated as per government guidelines. Let us hope that the third wave is a mild one and goes away without causing much damage.

Happy reading and we look forward to your feedback.

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SECTOR HIGHLIGHTS

PSBs conducted 72% financial transactions via digital channels: Centre tells Rajya Sabha

Nearly 72 per cent of financial transactions of public sector banks (PSBs) are now done through digital channels, with customers active on digital channels having doubled from 3.4 crores in 2019-20 to 7.6 crore in 2020-21.

The quiet rise of India's small finance banks

Small finance banks continue to be the fastest-growing segment within the banking sector, given the small size of their current loan book, strong distribution and exposure to underserved segments where competition is generally low.

RBI Governor Shaktikanta Das says will bring financial inclusion index soon

Financial inclusion will continue to be the policy priority for the Central Bank, to make the post-pandemic recovery more inclusive and sustainable, RBI Governor Das said.

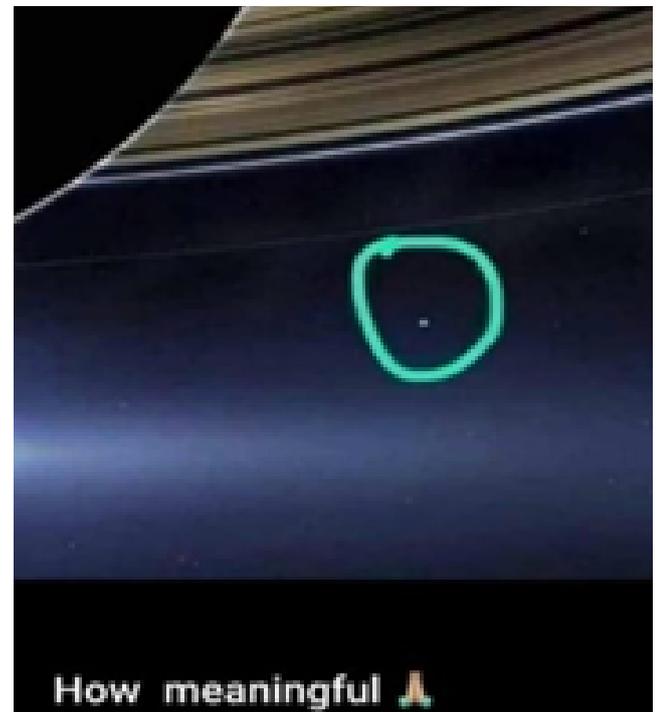
Financial Inclusion Summit: DBT schemes proved to be a boon for crores of Indians

Digital adoption was also accelerated by the pandemic as withdrawals by DBT beneficiaries increased two-thirds last fiscal.

Physical bank branches will continue to play key role in rural areas: Bankers

Physical bank branches will continue to play an important role in rural areas, despite the adoption of digital transactions seeing a significant jump in these areas in the last 18 months, say bankers. "Rural is becoming digital but it needs a physical presence. Rural will always remain a little bit physical," IndusInd Bank Managing Director and Chief Executive Officer Sumant Kathpalia said.

THOUGHT CORNER



How meaningful 🙏
Do you see a tiny white dot in the picture below? It is Earth as seen from Saturn! One of the iconic photographs taken Voyager spacecraft from the vicinity of Saturn's rings... which made humans feel so insignificant!

7.6 billion people live on the white dot. All the great kings who wanted to win the universe were fighting for this small particle of dust in-universe. Strangely, the residents on this white dot have individual egos bigger than the universe....

“Greater financial literacy and education, together with sound consumer protection mechanisms, will ensure that people at the bottom of the pyramid are empowered to make informed financial decisions. This will also enable banks, NBFCs, MFIs, etc. to enhance their customer base and products and diversify their balance sheet.”

To measure the access and usage of financial services, work on Financial Inclusion Index is underway and the Index will be published shortly by the RBI,”

Shaktikanta Das, Governor, RBI



- **Financial Inclusion Index (FII) will measure access and usage of a basket of formal financial products and services that includes savings, remittances, credit, insurance and pension products.**
- **It would rate states on their performance on last-mile banking services availability.**
- **The index will have three measurement dimensions, viz. (i) access to financial services; (ii) usage of financial services; and (iii) the quality of the products and the service delivery. These are also the G20 Financial Inclusion Indicators.**

Summary of training progress

The Academy has been mandated for offering regular induction, role-based and focussed training to the staff of Belstar.

Village as a Business centre

As a strategic approach, the “Village as a Business Centre” concept has been introduced on a pilot basis in Belstar branch locations by the management. To build the perspective of this concept amongst the staff members, a new training module was developed by the Academy with inputs from the Belstar senior business operations team.

S.No.	Topic	July 2021		
		No. of sessions	No. of participants	Man-days
1	Common Induction training	20	156	312
2	Role based Induction training	23	161	172
3	Focus session for BMs	6	145	145
4	Training on SAMRITHI App	7	398	398
5	Collections with Finesse	8	236	236
6	Village as a Business Centre to Regional Managers	3	102	102
7	Leadership training for Sr. Management	1	16	16
8	Effective English Communication	30	41	615
		98	1255	1996

Summary of training progress

Collections with finesse

Considering the need for educating the employees on the necessity to handle collections with delicacy and using a cultured approach, particularly during these tough COVID times, a new module was developed by the Academy. The training was then rolled out to the collection executives. Other branch employees- BM, BO and SO will be taken through this module in subsequent months.



Focus session for Branch Managers

The focused session was uniquely designed for the Branch Managers by covering three aspects: 1. Understanding self, 2. Team building and 3. Branch Management. The third module covered the aspect of “working in stressful/difficult times” especially since the operational teams are under extreme stress caused by the lockdowns hindering them to perform their regular operations in a smooth manner.

Training on Samrithi App

In alignment with the enhanced focus on the digital collection process by Belstar, the Academy team continued with the training on the ‘Samrithi App’ for all field cadres. Delivery of the training was enriched with the participation and sharing of experiences of using the Samrithi App by clients and staff, who carried out many such transactions in the field. Further, the Academy also ensured the participation of one senior executive from the IT team in the training program to clarify all the technical queries the participants had.



Leadership Training for Sr. Management



In line with the directives of the Belstar management, focussed Leadership Training sessions have been planned from FY 21-22 onwards. These sessions will be a combination of delivery by expert trainers as well as experience sharing by industry veterans. The Academy delivered the following programs between May and Jul;

- **Personal & Work Excellence - Managerial & Leadership Traits**
- **Ownership, Accountability and Responsibility**
- **Realising a Bold vision- experience sharing by a TCS veteran**

Trainer Trainee Tabloid

K V Giripathi, Senior Regional Collection Manager

Collection with finesse: With this training, I got good insights into situational analysis and understanding the cause of delinquency and accordingly provide appropriate solutions.

P Sundar, Regional Manager

The village as a Business Center: The presentation was very useful and interesting and made us to think in terms of stepping up our efforts to think and make the village as a business centre.



Mobilization

The team is following digital marketing (WhatsApp, SMS), direct pamphlets distribution, newspaper inserts, campaign through Sun-pack displays, college campus, Belstar office and in villages. The team interacted with more than 2000 students. The team achieved the targeted number of 20 students for the first batch of Tally Prime which is scheduled to commence in Aug.

Academia

Certificate Programme in Microfinance Management

The CPMM 6th batch students are now undertaking the field practice segment at Belstar branches. The students are getting guidance from the Branch team as well as from the Academy. The Academy is continuously in touch with the students and guiding them as they undertake the field practice.



Effective English Communication course

After the successful completion of two batches for Hand in Hand India pillar staff, the Academy delivered this course for Belstar RMs in two batches – one from TN and the second from the Northern States. Both the batches were completed in the first week of July 2021. A total of 41 RMs from Belstar participated and got enriched.



MS- Office course

There was an emerging demand for a course to improve MS office skills. The Academy designed a course on MS Office and started a batch on 22nd July 2021 for 15 members of the HiH-CLEP team. The basic module of the course aims at skilling in MS Word, MS Excel and MS PowerPoint applications.



Insight from a student

Ms. Shobika:

Ms.Shobika, a B.Sc Computer Science Graduate from Villupuram District is undertaking CPMM course with an aim to take up MF as a career. Once a calm and shy person who didn't speak out to outsiders, she has now turned into a highly motivated student in learning and interacting. She gets motivation from her field practice in Murukeri Branch of Belstar. By seeing the responsibilities of handling the branch operations by Mr.Surya Prakash BM and Ms.Kavitha ABM (both of whom are Academy alumni) and the branch team performances, she has gained the confidence to work with organisations like Belstar in the MF sector.

