

Training: “Risk Management and Delinquency Management in Dispensation of Microcredit for Poverty Alleviation”

Dates: 20th and 21st January and 22nd and 23rd January 2012

Venue: Bandhan School of Development Management, Ananda Ashram Para, Dr. B. C. Roy Road, Rajpur, Kolkata: 149

The training held on Risk and Delinquency Management saw the mixing of the entire microfinance community in West Bengal together. Seventeen organizations took part in this training and sent their participants in it. The training was held in two batches with 22 participants in the first batch and 26 participants in the second batch.

Names of First Batch Participants:

1. Mrinal Kanti Mondal, Area Manager, Ujjivan Financial Services Pvt. Ltd.
2. Shafiqul Islam, Branch Manager, Bandhan Financial Services Pvt. Ltd.
3. Surajit Das, Branch Manager, Bandhan Financial Services Pvt. Ltd.
4. Apurba Lal Mondal, T.O., Belghoria Janakalyan Samity
5. Sanjoy Chandra Das, M. I. C., Belghoria Janakalyan Samity
6. Anadi Das, Regional Manager, Sarala Women Welfare Society
7. Debarati Chatterjee, Training & Development Officer, Sarala Women Welfare Society
8. Sayed Barun Ali, Branch Manager, Sarala Women Welfare Society
9. Abhijit Majhi, Branch Manager, Sarala Women Welfare Society
10. Sk Moniruddin, Regional Manager, Sarala Women Welfare Society
11. APURBA DINDA, Branch Manager, APBKSS
12. Tapan Sarkar, Regional Manager, Barasat Sampark
13. Samir Kumar Naskar, A.D.M, Village Financial Services Pvt. Ltd.
14. Samir Kundu, Branch Manager, Village Financial Services Pvt. Ltd.
15. Ramesh Ch. Mandal, D. M. Kotalipada Development Society
16. Arabinda Baidya, Regional Manager, Kotalipada Development Society
17. Jayprakash Dutta, Area Manager, Gram Bikash Kendra
18. Utpal Khan, Branch Manager, Gram Bikash Kendra
19. Debashis Mallick, Branch Manager, Parama Mahila Samity
20. Jayanta Pramanik, Area Manager, Parama Mahila Samity
21. Arun Das, Regional Manager, Dhosa Chandaneshwar Bratyajana Samity
22. Sahabuddin Molla, Branch Manager, Dhosa Chandaneshwar Bratyajana Samity

Names of Second Batch Participants

1. Subhodip Ganguli, Area Manager, Ujjivan Financial Services Pvt. Ltd.
2. Sanjoy Mondal, Branch Manager, Barasat Unnayan Prostuti
3. Sanjoy Karmokar, Branch Manager, Barasat Grameen Society
4. Gouranga Kumar Sarkar, Secretary, Barasat Grameen Society

5. Tarun Kumar Saha, Regional Manager, Belghoria Janakalyan Samity
6. Utpalendu, Manager Development, Belghoria Janakalyan Samity
7. Dhirendranath Roy, Regional Manager, SEBA RAHARA
8. Mihir Haldar, S.B.M, SEBA RAHARA
9. Ashis Kumar Sen, Secretary, DISA
10. Utpal Kumar Ghosh, Branch Manager, Bandhan Financial Services Pvt. Ltd.
11. Anup Pal, Branch Manager, Bandhan Financial Services Pvt. Ltd.
12. Sunanada Ray Chaudhury, Regional Sales Incharge, Anjali Microfinance
13. Tamali Koley, Branch Manager, Village Financial Services Pvt. Ltd.
14. Prasad Ghosh, A.D.M, Village Financial Services Pvt. Ltd.
15. Arun Chandra Mondal, Divisional Manager, Kotalipada Development Society
16. Md. Azed Ali Sardar, Divisional Manager, Kotalipada Development Society
17. Manik Das, Area Manager, Gram Bikash Kendra
18. Mirza Abdul Rashed, Branch Manager, Gram Bikash Kendra
19. Subrata Sadhak, Area Manager, Parama Mahila Samity
20. Manimala Bairagi, Area Manager, Parama Mahila Samity
21. Subrata Sarkar, Branch Manager, Prerana Barsat
22. Paramananda Mallick, Secretary, Prerana Barsat
23. Shankar Ghosh, President, Micromax charitable trust
24. Sujan Saha, Branch Manager, Micromax charitable trust
25. Jagyaseni Rout, Area Manager, Kalighat Society for Development Facilitation
26. Rekha Guchait, Branch Manager, Kalighat Society for Development Facilitation

This training had been kept with a mind set to address the present issue faced in the operational areas by the Microfinance Institutions regarding risk and delinquency management in order to enhance the capacity building and skill development of the staffs at the branch and area manager level and providing a suitable model in order to alleviate poverty and for the long term sustainability of the sector. Thus, trainers from international level, Mr. Abdul Hai Khan, General Manager, Grameen Trust, Mr. Dulal Ch. Kar, General Manager, Grameen Bank, as well as national trainers, Mr. Sushil Kr. Biswas, Operational Manager, GBK, Mr. Achyut Saha, Manager Training, VFSPL and Mr. Mrinmoy Mondol, Senior Faculty, BFSPL, were arranged to conduct this training.

The first day of the training began with the inaugural function where the guests consisting of Mr. Ajit Kr. Maity, President, AMFI – WB, , our chief guest Mr. A. R. Samal, General Manager SIDBI, Mr. B. N. Kulkarni, Director, Grameen Trust India, Mr. G. C. Modak, Secretary, GBK, Mr. Abdul Hai Khan, General Manager, Grameen Trust, Mr. Dulal Ch. Kar, General Manager, Grameen Bank, Mr. Debashish Roy Chowdhury, CEO, Bandhan Konnagar, Mr. Mrinmoy Mondol, Senior Faculty, BFSPL, were welcomed with bouquets and then the lighting of the lamp ceremony took place where the lamp was first lighted by our chief guest

Mr. A. R. Samal, General Manager, SIDBI who was followed by the MDs of the microfinance company and the trainers from GT.

The welcome address was shared by Mr. G. C. Modak, Secretary, GBK, who welcomed each and every guest, trainers and participants present in the training. He specified the purpose behind this training and told that training in vernacular language becomes necessary as field staff can easily understand and respond to the same. Also international trainers can provide their insight more to such trainings. Thus, this training was conceptualized and then realized through the cooperation of Grameen Trust who agreed to conduct such training with their trainers and to AMFI – WB who organized this training with GBK.

Our Chief Guest, Mr. A. R. Samal, General Manager then spoke regarding the significance of this training on risk and delinquency management. According to him risk and delinquency is inevitable in microfinance industry, and thus, in field level but different strategies or model needs to be in cooperated in order to lessen such chances of risk and delinquency so that it benefits the customers and creates better opportunities and less pressure on them during loan repayment. Mr. Samal also advised AMFI – WB, to organize more such programs which would be beneficial for the microfinance sector.

Mr. Ajit Kr. Maity, President, AMFI – WB, then spoke thanking Mr. Samal and SIDBI for its cooperation and support regarding the microfinance industry. He then appreciated each guest present in the dais for their time and cooperation regarding this training. He then spoke about the microfinance industry which has increased its services keeping in mind the needs of the poor women but the new regulations are slowly creating problems in the field level. This is the reason behind the importance of this training as it would provide the staff an opportunity to know and understand the mechanism to handle it.

The Vote of Thanks was shared by Mr. B. N. Kulkarni, Director, GTI, He explained the working of Grameen Trust in brief and thanked on behalf of Grameen Trust, GBK and AMFI – WB for taking the initiative to hold such training in West Bengal. Mr. Samal, GM, SIDBI, for its assistance, Bandhan for providing its training centre to hold this training and the sponsors, SIDBI, VFSPL, Bandhan, Sarala, Ujjivan and GBK.

Each of the participants then introduced themselves in front of the guests and were welcomed with a huge round of applause.

Each of the participants was provided with bag which contained pen, pad, schedule of the training and AMFI – WB newsletter.

For our both the batches, the training began with our first national trainer, Mr. Sushil Kr. Biswas, who took the session on 'Risk Identification', where the definition of risk, its causes

were told and the kinds of risks were specified and put into broader heads. Reasons of such risks were provided with solutions. It was a very interactive session where the participants themselves took part.

The next session was taken by our international trainer Mr. Abdul Hai Khan on 'Impact of Risk', where risk was defined once again and various impact of it on the MFI's and customers. The management of such risks was discussed in detail through the form of Grameen Model and the quality of loan portfolio.

After this session, a group picture of all the participants with the trainers was clicked.

The next session was on 'Risk Mitigation' which was jointly taken by our National trainer, Mr. Sushil Kr. Biswas and our International trainer, Mr. Dulal Ch. Kar. It was a very interactive session where the participants were explained ways to mitigate risks and thus, form sustainable microfinance community.

The next session was conducted by our national trainer Mr. Mrinmoy Mondal on 'Definition of Delinquency'. Delinquency in microfinance was explained in details with examples. Discussion took place to a great level in this session.

The last session of day one, was conducted by our national trainer Mr. Achyut Saha on 'Causes of Delinquency'. It was an extremely interactive session where each of the causes were explained with examples and supported with situational circumstances.

After each session feedback from the participants were compiled.

The next day began with the recap where the participants enthusiastically narrated the last day's session to Mr. Mrinmoy Mondal who conducted the session.

The next session began on 'Impact of Delinquency', conducted by Mr. Abdul Hai Khan where he spoke about the various kinds of impact that delinquency has on MFIs, its borrowers, staff, etc. with examples.

The following session on 'Strategy for Mitigation' was taken by our international trainer, Mr. Dulal Ch. Kar. He explained in great details how to counter this problem of delinquency from each level.

The last session for both the batches was Panel Discussion where the CEOs of MFI organizations sat together and answered the queries of the participants. On 21st for the first batch Mr. C. S. Ghosh, Secretary, AMFI – WB, Mr. Shubhankar Sengupta, MD, Arohan, Mr. G. C. Modak, Secretary, GBK, Mr. Pranab Rakshit, CEO, SWWS along with Mr. B. N. Kulkarni, Director, GTI. On 23rd for the second batch, the panelist were Mr. Ajit Kr. Maity, President, AMFI- WB, Mr. C. S.

Ghosh, Secretary, AMFI – WB, Mr. John Mayne, MD, Anjali Microfinance, Mr. Biswajit Das, CEO, BJS, Mrs. Gitanjali Satapathy, Secretary KSDF, Ms. Pranati Sadhak, Secretary, PMS.

Relevant questions were raised regarding the sustainability of MFIs, the new rules and regulations of RBI and the new problems faced by it, and they were answered with loads of motivation by the CEOs who motivated each participant with positive views regarding the sector and explained them in lay language regarding the RBI circular, the ways to reduce multiple borrowings.

Each participant was motivated with this session and wanted to have such training sessions more in a year. In the end, each participant was given a certificate of participation, a group picture and a CD which had all the power point presentations of the training. The Panelist, Trainers and International Trainers were presented with momento's.

FEEDBACK - This training was filled with interaction and lot of discussion also took place among the participants. Most of the participants had felt that if this training was conducted for more time it would have been much better as time constraint was one of factor that was felt by most of the participant. Most of the participant felt that certain session of the training could have been explained better with more examples. Maximum participants felt that this training helped them gain a proper knowledge on the topics of risk and delinquency and thus, would help them in their field work. Some of the participants also felt that with some sessions they could realize their flaws and this training helped them to rectify it and provided them with solution to tackle it. Most of the participants felt that good presentation and easy explanation helped them to understand the topic better and would help them to utilize in the field level. The participants were so motivated that they wanted to have such training thrice a year.

The training was residential thus the training centre played a very important role as its arrangement was absolutely exceptional. The training centre was at an open place, every day; the Morning Prayer was conducted after hoisting our national flag. The cafeteria inside the centre is clean and hygienic where the arrangement was based on self service. Television is there for entertainment and also the participants could play badminton after the training got over.

As this is the first training being conducted by AMFI – WB, it is open to a lot of improvements. Thus, our inaccuracy in certain matters may be kindly overlooked and we learn to not repeat such imprecision in our future endeavors. We have received active support and participation from each of our organizations whereby they have sent their Branch and Area level managers to participate in this training. SIDBI has come to our assistance and given us its support and cooperation in every matter or else this training would have not been possible. We are grateful to our sponsors for their contribution because of which this training was a success.