



6th Eastern India Microfinance Summit 2022

“Reimagining Microfinance in Light of
the Emerging Regulatory Paradigm”



On 21st of APRIL 2022 AT THE PARK, KOLKATA

In Association with :



Associate Partner

Organised by :



Knowledge Partner :



About 6th Eastern India Microfinance Summit 2022 :

“Reimagining Microfinance in Light of the Emerging Regulatory Paradigm”

Introduction :

This year's East India Microfinance Conference is being organized in the backdrop of the announcement of a new regulatory framework for microfinance in India, which was announced by the Reserve Bank of India in March 2022. This announcement marks a paradigm shift in regulations for the MFIs and recognizes their growing importance and maturity. It is expected that the MFIs would now be in a better position to serve their clients through well suited products for various segments.

The Industry has now weathered over two years of COVID 19 crisis, which has severely impacted the lives and livelihood of everyone. Lockdowns and resultant loss of income resulted in disruption of economic activity. The impact was particularly severe for the microfinance clients who had to face significant loss of income, being dependent on the informal economy to a large extent.

Microfinance Institutions supported their clients in these difficult times, extending much required moratorium on the repayment of installments to the clients. They also helped the clients in multiple other ways. The MFIs themselves faced unprecedented liquidity stress, but this has not deterred them from taking initiatives to enable their clients to rebuild their livelihoods.

The Microfinance institutions and their clients have displayed noteworthy resilience during the crisis. They were supported by suitable regulatory interventions and liquidity support from the government.

The crisis has helped MFIs to look at risks from a new perspective which will help in building resilient institutions. Adoption of technology in all facets of MFIs' operations has helped them in increasing efficiency in improving sustainability. The focus now has to be on using technology to improve the experience clients have while accessing service. A fundamental requirement would be to ensure that technology related risks for clients are minimized and they have recourse to adequate grievance redressal.

With rapidly progressing vaccination coverage, we can now expect that the worst is behind us. These trying times have given MFIs the opportunity to better understand the clients and build lasting relationships with them. It is now time for them to use this understanding to tailor their product offerings in a manner that allows their clients not only to rebuild their livelihoods but achieve much greater financial success in the future.

This year's session is expected to be attended by the MFI practitioners, regulators and funders to discuss most pertinent issues facing the sector.

Microfinance industry works on a crude principle of 'Close Contact, Trust and Financing Sustainable Livelihoods'. On one hand it fuels micro and small enterprises; while on other hand generates employment opportunities in unorganized and organized sector.

In 2020, the lockdowns necessitated by the spread of COVID-19 brought almost every business to a halt, except essential services. The worst affected were enterprises with little or no reserves and high liquidity turnover operations, which was the case for typical micro and small businesses. This, in turn, adversely impacted their lenders: Prior to the lockdowns, many microfinance institutions (MFIs) still depended on physical interactions with customers, and door-step collections and disbursements. Their liquidity framework also depended heavily on steady cash flows — i.e., a stream of loan repayments from customers for upstream payments to banks and financial institutions from whom they had borrowed. When these MFIs faced a shutdown in collections and disbursements due to restrictions on mobility in the early months of the pandemic, the effect was devastating. By May 2020, nearly 98% of their accounts were under moratorium, confirming that the inflow of funds from these borrowers would not be forthcoming for the next three months. As they were already under pressure from their financiers to meet their obligations, these MFIs were crushed under liquidity issues.

Inaugural session

The inaugural session will discuss the key issues around the main theme of the Summit to reimaging microfinance in light of the emerging regulatory paradigm. The key issues discussed in this session will include

- How will the new regulations serve to enhance the cause of financial inclusion in the country ?
- What will be the specific impact of these regulations on banks, NBFCs, BC Companies and not for profit companies ?
- Will the new regulations enable enhanced capital flow in the sector ?
- To what extent are the new regulations recognition of resilience displayed by the MFIs and clients during the COVID-19 crisis
- How will the MFIs be better equipped to deal with a COVID-19 like crisis, under the new regulatory framework ?

Session 1: The New Regulatory Framework - opportunity to serve the clients better :

The new regulatory framework announced by the RBI arguably brings the most significant changes in the regulations for the MFIs after 2011. It is already being acknowledged that the new framework recognizes the growing maturity and importance of the MFIs in financial inclusion. This also recognizes the growth, innovation and resilience displayed by the MFIs and their clients in the existing regulatory framework. Key topics discussed by the participants in this session will include

- In what ways will the new regulations enable innovations in product development ?
- In what ways the new regulations enable outreach to the underserved

- How can the clients be protected from the risks arising out of use of digital technology for doing transactions ?

Session 2 : Challenges of financial inclusion in Eastern India

Eastern India is home to over 50 microfinance institutions. The region is also densely populated with a large proportion of population engaged in agriculture and micro enterprises. The region has displayed good growth and portfolio quality over the past several years. High potential of microfinance has also attracted MFIs from across the country. Most of the prominent MFIs in India have operations in Eastern India. This session will discuss the issues specific to the microfinance ecosystem in the Eastern India with focus on the following aspects

- Economic growth, demand and market size
- Support from the government and local authorities
- Complementarity with government programs
- Law and order and physical infrastructure
- Portfolio quality related aspects
- Role of national level SROs (Sa-dhan and MFIN) in Eastern India

Session 3 : Serving clients with diverse product offerings

Microfinance Institutions serve a variety of financial needs of their clients. While most of the loans have traditionally been provided to the clients for income generation purposes, the MFIs now offer a variety of products for their clients such as loans for housing, education, water and sanitation and energy requirements. Variety of insurance products is also being offered through the MFIs. In this session, among other things, the panelists will discuss the following important issues

- Building household level resilience through micro insurance products
- Making product more efficient and effective is required appropriate use of technology
- Serving the missing middle segment through micro enterprise financing



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21st of April 2022 at the Park, Kolkata

Organized by : AMFI-WB

Knowledge Partner : M2i In Partnership with : MFIN and Sa-Dhan

Program Schedule

TIME	DESCRIPTION	SPAKER
9.30 am - 10.00 am	Registration	
Inaugural session 10.00 am - 11.30 am	<p>Inaugural Session</p> <p>The inaugural session will discuss the key issues around the main theme of the Summit to reimagining microfinance in light of the emerging regulatory paradigm. The key issues discussed in this session will include</p> <ul style="list-style-type: none"> ● How will the new regulations serve to enhance the cause of financial inclusion in the country? ● What will be the specific impact of these regulations on banks, NBFCs, BC Companies and not for profit companies? ● Will the new regulations enable enhanced capital flow in the sector? ● To what extent are the new regulations recognition of resilience displayed by the MFIs and clients during the COVID-19 crisis ● How will the MFIs be better equipped to deal with a COVID-19 like crisis, under the new regulatory framework? <p>Welcome and Introduction : Ajit Kumar Maity, Chairperson, AMFI-WB Keynote address : Mr. R. Kesavan, Regional Director, Reserve Bank of India Inaugural address : Mr. Chandra Shekhar Ghosh, MD, Bandhan bank Special address : Finance Secretary, IAS, Government of West Bengal Special Address : Mr. Jiji Mammen, MD, NABFINS Special Address : Mr. Sudatta Mandal, DMD, SIDBI, Mumbai Special address : Dr. A.R. Khan, CGM, NABARD Special Address : Smt. Ruma Dey, CGM, SBI, LHO, Kolkata Circle Special Address : Mr. Soma Sankara Prasad, MD & CEO, UCO Bank</p> <p>Felicitations to Mr. Devesh Sachdev, MD, Fusion as he becomes President of MFIN and his great contribution to Microfinance Industry</p> <p>Felicitations to Mr. Jiji Mammen, MD, NABFINS for remarkable contribution to Financial Sector as well first CEO of MUDRA and One of the major Leaders of NABARD and now, its Subsidiaries NABFINS as Honorable MD.</p> <p>One or two more Senior Leader may be felicitated based on their concern</p>	

	<p>Release of the Thought Leadership document: Mr. Manoj Nambiar and Mr. Anjan Dasgupta jointly would release the documents in present of all Inaugural Speakers.</p> <p>Presentation of Microfinance Status in West Bengal and Eastern India – By ICRA or Care Ratings</p> <p>Memento presentation to Bank delegates/dignitaries – this memento presentation would continue throughout the Summit as per their presence in the Summit.</p>
11.30 - 11.45 AM	Tea Break
11.45 AM-1.00 PM	<p>Session 1: The New Regulatory Framework - opportunity to serve the clients better :</p> <p>The new regulatory framework announced by the RBI arguably brings the most significant changes in the regulations for the MFIs after 2011. It is already being acknowledged that the new framework recognizes the growing maturity and importance of the MFIs in financial inclusion. This also recognizes the growth, innovation and resilience displayed by the MFIs and their clients in the existing regulatory framework. Key topics discussed by the participants in this session will include</p> <ul style="list-style-type: none"> ● In what ways will the new regulations enable innovations in product development? ● In what ways the new regulations enable outreach to the underserved geographical areas or population groups? ● In what way will these regulations encourage adoption of new technologies? ● How can the clients be protected from the risks arising out of use of digital technology for doing transactions? <p>Moderator : Dr. P Satish, ED, Sa-Dhan</p> <p>Speakers Smt. Suseela Chintala, MD & CEO, Nabkisan Finance Ltd. Mr. Chandra Shekhar Ghosh, MD, Bandhan Bank Mr. Abhijit Majumdar, GM, DOS, RBI Mr. Manoj Nambiar, MD, Arohan and Board Member, AMFI-WB Dr. Vinay Singh, Head, Self Regulation & Compliance Officer, MFIN Mr. Biju George K., CGM, IDBI Bank, Mumbai or Manoj Kumar Pradhan, DGM, Priority Sector Group, IDBI, Mumbai</p>
1.00 - 1.30 PM	<p>Announcement of Microfinance Awards Mr. Anjan Dasgupta Secretary, AMFI-WB Senior Representative from MFIN Dr. P Satish, ED, Sa-Dhan</p>

1.30 PM to 2.30 PM	Lunch
2.30 PM - 3.45 PM	<p>Session 2 : Challenges of financial inclusion in Eastern India</p> <p>Eastern India is home to over 50 microfinance institutions. The region is also densely populated with a large proportion of population engaged in agriculture and micro enterprises. Eastern India has displayed good growth and portfolio quality over the past several years. High potential of microfinance has also attracted MFIs from across the country. Most of the prominent MFIs in India have operations in Eastern India. This session will discuss the issues specific to the microfinance ecosystem in the Eastern India with focus on the following aspects</p> <ul style="list-style-type: none"> ● Economic growth, demand and market size ● Support from the government and local authorities ● Complementarity with government programs ● Law and order and physical infrastructure ● Portfolio quality related aspects ● Role of national level SROs (Sa-Dhan and MFIN) in Eastern India <p>Moderator: Anjan Dasgupta, MD, ASAI and Secretary, AMFI-WB</p> <p>Speakers</p> <p>Mr. Devesh Sachdev, MD, Fusion Micro Finance Private Limited Mr. Vivek Tiwari, MD, SATYA MicroCapital Mr. Sujay Kumar Yadav, GM, Network-II, State Bank Of India, Local Head Office, Samriddhi Bhavan Dr. Kuldip Maity, MD, VFSL and Board Member, AMFI-WB Mr. Nabin Kumar Das, CGM, PNB Zonal Office, Kolkata, United Tower Mr. Debabrata Das, GM & ZH, Bank of Baroda Zonal Office, Baroda Tower Mr. Sachin Sachdeva, Vice President, Sector Head - Financial Sector ratings, ICRA Mr. Samrat Mukherjee, DGM, NABARD</p>
3.45 - 4.00 PM	Tea break
4.00 - 5.15 PM	<p>Session 3: Serving clients with diverse product offerings</p> <p>Microfinance Institutions serve a variety of financial needs of their clients. While most of the loans have traditionally been provided to the clients for income generation purposes, the MFIs now offer a variety of products for their clients such as loans for housing, education, water and sanitation and energy requirements. Varieties of insurance products are also being offered through the MFIs. In this session, among other things, the panelists will discuss the following important issues</p> <ul style="list-style-type: none"> ● Building household level resilience through micro insurance products

	<ul style="list-style-type: none"> • Making products more efficient and effective with more appropriate use of technology. • Serving the missing middle segment through micro enterprise financing • Promoting green energy with financial products <p>Moderator: Mr. Rahul Bist, Partner & Co-Founder, M2i</p> <p>Speakers Mr. Surjendra Kulia, Co-Founder and CEO, Zopper, Solvy Tech Solutions Pvt. Ltd. Mr. Amit Gilra, Associate-Partnership and Sales, Augmont Goldtech Private Ltd. Ms. Sonali Mehta Rao, Co-Founder and Chief Growth Officer, Awaaz.De Mr. Neeraj Maheswari, CEO and Co-Founder, M-Swasth Solutions Pvt. Ltd. Mr. Prateek Jain, Director-Sales and Partnership (BFSI), Leegality Mr. Barun Kumar, DGM- Regional Head, Union Bank Of India, Regional Office-Kolkata Mr. Ashish Agrawal, Director, Resurgent India Mr. Vikul Goyal, Founder and CEO, Bimaplan</p>
5.15 PM - 5.30 PM	Vote of thanks
N:B: There may be few addition/alternation for Speaker and Panelist subject to situation arises.	

AMFI-WB: 6th Eastern India Microfinance Summit 2022

Microfinance Awards

*The Awards shall be distributed
on 21st of April 2022 at The Park, Kolkata.*

AMFI-WB has been organizing the Eastern India Microfinance Summit over the past Six years and it proposes to recognize contribution of various institutions towards Microfinance and are reaching out to all players within the Microfinance domain covering Universal banks, SFBs and MFIs & other players in microfinance domain.

We are inviting nominations for the following categories for :

- 1. NBFC; NBFC-MFIs (members only)***
- 2. NGO-MFIs (members only)***
- 3. SFB, Banks & Other FI including non-members***

In line with this, we request you to kindly send us a confirmation for your nomination and the following information via email at _ceo@amfi-wb.org, wb.amfi@gmail.com, info@amfi-wb.org

Nominations are invited for the following categories :

- 1. Description of the Digital Innovation initiative across business model, service delivery, customer experience, etc.***
- 2. Description of customer relationship initiatives including increasing savings habits, feedback process, turn-around time for resolving customer complaints etc.***
- 3. Description of the East India coverage.***

4. *Description of the Risk management initiatives.*
5. *Descriptions of the social impact initiatives.*
6. *Award for a new age fast growing MFI*

The nominations can be considered for any **THREE** of the above categories.

All the entries submitted will be screened by a team for completeness and relevance. These entries will then be evaluated by a pre-jury panel, comprising of senior practitioners from **Knowledge Partner, Sa-Dhan and MFIN**, who will analyze entries.



The Association of Micro Finance Institutions - West Bengal (AMFI - WB) :

AMFI-WB is an institution which endeavors to promote and develop microfinance in the state of West Bengal. Founded as a self-regulatory organization, and registered as a Public Charitable Trust in 2010, AMFI-WB encompasses a community of microfinance organizations that operate in West Bengal.

It was formed to deliver better services to the poor, thereby helping these populations improve their standards of living. AMFI-WB envisions a community of microfinance institutions who are committed to initiating a significant change in the lives of the poor, especially women. AMFI – WB currently caters to around **96.35** lakh poor women by providing them with financial services, especially micro credit. With a membership of **43 Micro Finance Institutions, bank** especially micro credit through approximately **24055** employees who hail from lower economic background.

Their primary goals include: encouraging MFIs to maintain healthy relationships with banks, ensuring that MFIs stay on track and focused with the guideline prescribed to them, and mediating between various government officials and other important sector stakeholders. AMFI – WB regularly conducts stakeholder meets at the district level, management development programs for its members, microfinance industry-related seminars & workshops, and member meetings on matters of mutual interest.

Our Mission

The sole objective of AMFI-WB is to initiate a significant change by empowering the poor, especially women, who are socially disadvantaged and economically exploited. With this objective, AMFI-WB monitors MFIs to ensure that they are compliant with the RBI guidelines and that they adhere to the Codes of Conduct prescribed by the RBI, MFIN, and Sa-Dhan.

It boasts of being a 'first-of-its-kind' initiative in the state's collective fraternity of key MFI players. It is a unique effort, and has been instrumental for the enhancement of income-generating activities among poor women through the help of microfinance services in the state.

Some of the objectives of AMFI – WB are :

- To coordinate with local bodies, NGOs, Panchayats, National & International Bodies
- To liaise and work in unison with the relevant regulatory authorities
- To make representations to regulatory bodies both at State and National level

- To engage in dialogue & make representations in front of the Government and Non-Government bodies.

About M2i

Prime M2i Consulting Private Limited (M2i) was incorporated in March 2006. M2i brings in best application of modern management principles to enable enterprises and projects achieve their objectives, improve their efficiency and integrate with the market. We continuously assimilate knowledge from diverse fields and build on the existing body of knowledge. We use rigorous analysis to solve complex management problems, while maintaining absolute clarity in the recommendations we make. Our processes are designed to ensure a rewarding experience for our clients, as well as, for us. We interact closely with our clients to provide customized solutions. While we emphasize on innovations, we follow them up with rigorous validation and standardization to ensure sustainability of these innovations.

M2i has been working in the field of financial inclusion since 2006. We have worked with a number of MFIs, banks, equity investors, donors, NGOs and industry associations on a variety of projects. The M2i team has in-depth knowledge of financial inclusion, with experience in Risk Management, financial linkages of community groups, impact evaluation and training, with a focus on 'double bottom line' management, including social performance management (SPM), client protection (CP) and poverty measurement.

Pioneering initiatives of M2i :

M2i has been a global pioneer in Code of Conduct Assessment tool, having performed first set of assessments in India. COCA has now been mainstreamed in India with over 200 assessments having been performed over the past 8 years.

M2i has also introduced online training of field staff using mobile and web application. This has enhanced efficiency of trainings of MFI field staff.

In addition M2i has,

- Introduced the concept of 'Hidden Delinquency' as part of its Risk Management advisory to MFIs. Hidden delinquency is a precursor to portfolio quality problems as well as client distress.
- Introduced third party training needs assessment as well as trainings for field staff of MFIs.
- Developed a sampling approach for client/household surveys which takes in to account unique aspects of organizations working in rural areas. We use *svyset* command in STATA to incorporate designed effect introduced by this approach.
- Facilitated bank/FI linkage of Village Savings and Loan Associations (VSLAs) in several countries in Africa and Asia.
- Developed a risk assessment tool for microenterprise lending
- Introduced the concept of Risk Based Internal Audit in MFIs

Details of AMFI-WB Present Member Organizations :

Sl. No.	Name of the Organization	Status
1	Arohan Financial Services Limited	NBFC-MFI
2	ASA International India Microfinance Ltd.	NBFC-MFI
3	Asirvad Microfinance Ltd.	NBFC-MFI

Sl. No.	Name of the Organization	Status
4	Bandhan Bank Ltd.	Universal Bank
5	Barasat Sampark	NGO-MFI
6	Belghoria Janakalyan Samity	NGO-MFI
7	Bharat Financial Inclusion Ltd.	NBFC-MFI
8	Dhosa Chandaneshwar Bratyajana Samity	NGO-MFI
9	ESAF Small Finance Bank	Small Finance Bank
10	Jagaran Microfin Pvt. Ltd.	NBFC-MFI
11	Jana Small Finance Bank	Small Finance Bank
12	Janakalyan Financial Services Pvt. Ltd.	NBFC-MFI
13	L&T Finance Ltd.	NBFC
14	Sarala Women Welfare Society	NGO-MFI
15	Sarala Development & Microfinance Pvt. Ltd.	NBFC-MFI
16	Satin Credit Care Network Ltd.	NBFC-MFI
17	Sampurna Training & Entrepreneurship Program (STEP)	NGO-MFI
18	Society for Model Gram Bikash Kendra	NGO-MFI
19	Seba Rahara	NGO-MFI
20	Annapurna Finance Pvt Ltd.	NGO-MFI
21	Grameen Shakti Microfinance Services Pvt. Ltd.	NBFC-MFI
22	RBL Finserve Ltd.	NBFC
23	Uttrayan Financial Services Pvt. Ltd.	NBFC-MFI
24	Ujjivan Small Finance Bank	Small Finance Bank
25	UNACCO Financial Services Pvt. Ltd.	NBFC-MFI
26	Village Welfare Society	NGO-MFI
27	Village Financial Services Ltd.	NBFC-MFI
28	Vedika Credit Capital Ltd.	NBFC-MFI
29	Fusion Micro Finance Limited	NBFC-MFI
30	IIFL Samasta Finance Limited	NBFC-MFI
31	SATYA MicroCapital Ltd.	NBFC-MFI
32	Spandana Sphoorty Financial Ltd.	NBFC-MFI
33	Muthoot Microfin Limited	NBFC-MFI
34	Nari O Shishu Kalyan Kendra	NGO-MFI
35	Dar Credit & Capital Ltd.	NBFC
36	Sarwadi Finance Pvt Ltd.	NBFC-MFI
37	Kuber kanak Microfinance Association	NGO-MFI
38	Unity Small Finance Bank	SFB
39	Madura Micro Finance Ltd.	NBFC-MFI
40	Adhikar Microfinance Pvt. Ltd.	NBFC-MFI
41	WeGrow Financial Services Pvt. Ltd.	NBFC
42	Sunflag Merchants Pvt. Ltd.	NBFC
43	Sreejan Livelyhood Development	NGO-MFI
44	Belstar Microfinance Ltd.	NBFC-MFI

Speaker Profile :



Mr. Ajit Kumar Maity

Chairperson, AMFI-WB:

Mr. Ajit Kumar Maity presently working as Chairperson, AMFI-WB and Chairman, Villages Financial Services Pvt. Ltd. He is the Pioneer of Micro Finance Industry in Eastern Region of India. He started his career as a School Teacher. He first formed an NGO called Village Welfare Service for development of poor and down-trodden. After that he started micro finance activities and become the NBFC-MFI in West Bengal. He

was the Governing Board Member of Rashtriya Mohila Kosh, Sa-Dhan and many other reputed organization.



Mr. C. S. Ghosh

MD & CEO, Bandhan Bank

Mr. Ghosh has over 30 years of experience in microfinance and development terrain. He founded Bandhan in 2001 as a not-for-profit enterprise for financial inclusion and women empowerment. Further, he oversaw its transformation into an NBFC-MFI and finally a universal bank in August'15.

He is the former President of BCC&I, former Chairman, CII, Eastern Region, Member, Managing Committee of Indian Banks' Association (IBA). He was elected as 'Senior Ashoka Fellow' in 2007. An M.Sc. in Statistics, he attended the HBS-ACCION programme on Strategic Leadership at Harvard Business School. He has been recognised by esteemed enterprises for his exemplary work.



Dr. Kuldip Maity

MD, VFS

Mr. Kuldip Maity is an experienced Managing Director of 1st ISO certified micro finance company Village Financial Services Pvt. Ltd. Since 2006; with his strong leadership and proven capacity in strategic work VFS is a renowned and successful MFI in West Bengal. Academically, after completion of Graduation he has completed Bachelor in Business Administration (BBA) and Masters in Social Work (MSW).

He has several national and international exposures and visited almost all important national microfinance companies. He visited Bangladesh, Philippines, South Africa, Indonesia, Srilanka etc to learn more about the international micro finance practices and exchange the ideas, developments, etc.

He had attended series of training and workshops organized by national and International agencies like SIDBI, BIRD, NABARD, RMK, NMDFC, CARE, NIPCCD, RBI, Sa-Dhan, M-CRIL, IRMA, ISB, CGAP, Planet Finance, CII etc. He is also one of the resource

person in the micro finance sector. He had conducted several trainings on Micro finance.

He has some more achievements in his bag-

- 1) "Rashtra Pratibha Puraskar" by "Integrated Council for Socio-economic Progress" in recognition of outstanding achievements excellence and experience in chosen field of activity (Micro Finance).

- 2) He has also achieved “Vijay Ratan Gold Medal Award” and a 'Certificate of Excellence” too for his outstanding in development sector by International Institute of Education & Management.
- 3) Last year Mr. Kuldip Maity was elected as a Board Member of Sa-Dhan, an association of community Development & Finance Institutions for next three years.
- 4) Indian Solidarity council has nominated Mr. Kuldip Maity's name to receive 'Rajiv Gandhi Excellence Award” for his excellent achievements and contributions in his field of activities in 2013.
- 5) Mr. Kuldip Maity is honored to have “Global Achiver's Award for Business Leadership, 2013”.
- 6) Mr. Kuldip Maity was awarded as “Doctor of Honours” which is a singular honor being conferred on the basis of his achievements in humanitarian services and merits of excellence. This felicitation was arranged by senate of University during proceedings of the World Congress of Integrated Medicines held at Colombo, Srilanka.



Mr. P. Satish

Executive Director, Sa-Dhan

Mr. P. Satish has taken over as Executive Director of Sa-Dhan on 26 March 2015, Earlier he was the Chief General Manager heading the Micro Credit Innovations Department of the National Bank for Agriculture and Rural Development (NABARD). Prior to (his he headed its Maharashtra Regional Office at Pune where many pioneering initiatives were undertaken by him including the Climate Change Adaptation Project, Agri-Advisory Project in tie-up with RML, Vidarbha model of Financial

Inclusion with BC/BF etc. He also headed the Finance Department of NABARD at its Head Office and had worked in the area of rural infrastructure financing.

He is a gold medallist in Economics from Osmania University, Hyderabad and has an MBA (Finance) from the same university. He has an MS in Economics from University of Illinois at Urbana-Champaign, USA and has been trained in Project Appraisal and Risk Analysis at Harvard University, USA and in Management of Human Resources at Queensland University of Technology, Brisbane, Australia. He completed his Ph. D in Economics from Panjab University, Chandigarh in the area of Agricultural Credit Markets in Punjab.



Mr. Devesh Sachdev

Director & CEO, Fusion Microfinance

Fusion's MD &CEO, Devesh Sachdev, is an XLRI Postgraduate with 25 years of experience in the Service Industry prior to starting Fusion in 2009-10.

Under his leadership, Fusion has grown into one of the top 5 microfinance institutions and continues to expand its operations.

He attended and successfully completed Strategic leadership program in Harvard Business School.

He is currently the Chairperson of the governing board of Microfinance Institutions Network (MFIN), which is a Self-Regulatory Organization for NBFC-MFIs in India. MFIN works closely with regulators and other key stakeholders and plays an active part in the larger financial inclusions dialogue through the medium of microfinance.



Mr. Anjan Dasgupta

MD, ASAI

Graduating in Finance from Mumbai University and a CA finalist. Experience: Brings with him 30 years of Banking, Finance and Microfinance experience. He heads ASA India as Managing Director(MD). Prior to joining ASA India was CFO in Saija, Bihar a largest state grown Microfinance NBFC jointly owned by ACCION, USA. Prior to joining the Microfinance sector, a result oriented Banker; he headed a Bank as Managing Director in Gangtok, Sikkim. has wide experience in the field of Microfinance, Livelihood interventions and proven experience in restructuring and revival of financially troubled Banks and Financial organisations.



Mr. Vivek Tiwari

MD, CIO & CEO, SATYA MicroCapital Ltd.

Acquiring prolific experience of nearly two decades in microfinance sector to promote financial inclusion, social entrepreneurship, and impact investing, Mr. Vivek Tiwari is the MD, CIO & CEO of SATYA MicroCapital Ltd - one of the leading NBFC-MFIs across the nation. He is also the Vice Chairperson of MFIN (Microfinance Institutions Network) - an association for microfinance sector in India. He is recently recognised as Promising Entrepreneurs of India 2021 on 28th September 2021 by The Economic Times.



Mr. Surjendu Kuila

Founder and CEO of Zopper

Surjendu Kuila is the Founder and CEO of Zopper. A hardcore optimist, his passion for building organizations is unmatched. After working in the US for around a decade in companies like Apple and RSA, he came back to India to pursue his vision of creating an impactful organization for the Indian ecosystem.



Mr. Deepak Alok

Partner and Co-founder, M2i

Deepak Alok is the co-founder of M2i, a management consulting organisation specializing in sustainable enterprises. Financial inclusion, microenterprises and sustainable development have been the core areas of work for M2i since its inception in 2006. M2i has been a global pioneer in Code of Conduct Assessments (COCA), having developed its methodology and carried out the first set of assessments in 2010. Deepak is an MBA from Institute of Rural Management Anand (IRMA) and has 19 years of experience in Financial inclusion, microenterprises and sustainable development.



Mr. Sanjib Jha

Executive Director and CEO, Coverfox.com

Sanjib Jha, is the Executive Director and Chief Executive Officer for Coverfox.com, He is a globally recognized expert in financial services, impact and startup ecosystem.

He was hired by the World Bank to help execute the \$500 million Innovative MSME Funding Program of the Government of India, which was operationalized by SIDBI. He was involved in conceptualizing the 59 minutes loan along with the World Bank. He further led the \$1.5 billion Fund of Fund for Start-ups in India.

He was the founding team member of Intellecap- Aavishkar Group and the founding CEO of Intellegrow, the first Start-up lending company in India. At Intellegrow, he raised ~\$80 million from international investors and disbursed over \$65million to more than 100 enterprises, thus creating the startup lending industry in India.

As the CFO of Intellecap- Aavishkar Group, he led the acquisition of Arohan, the first and only acquisition in the Indian microfinance industry and was the Promoter representative on the Board for 4 years.



Mr. Manoj Kumar Nambiar

MD, Arohan Financial Services & Former President, MFIN

Manoj has over 30 years of working experience and is currently with the Aavishkaar Group as the Managing Director of Arohan Financial Services Limited – the 5th largest NBFC MFI, active in the 10 low income states of central, east and north east part of India.

He started his working career with Modi Xerox in 1988 and then moved into consumer financial services with GE Countrywide in 1995, retail banking with ANZ Grindlays in 1997 and retail assets and business development with ABN Amro Bank NV India in 2000. He moved as Head Retail Banking of National Bank of Oman in 2002 looking after Oman, UAE & Egypt. Post that, he worked as the Chief Operating Officer of the Alhamrani - Nissan Finance company, KSA in 2004 and returned to Oman as the Dy CEO of Ahli Bank SAOG in 2008. He returned to India in June 2010 as MD & CEO of Intellegrow Microfinance Network Company (P) Limited (an Intellecap Group company) in the business of incubating and capacity building of MFIs. In this job, he led setting up the lending businesses in both the retail and wholesale (this is today a separate company called Intellegrow) space. In September 2012, using the parent Intellecap's structuring skills and backed by Aavishkaar Goodwill, Intellegrow acquired a 56% controlling stake in Arohan.

He is a mechanical engineer by graduation from VJTI in 1986, an MBA in Marketing by post-graduation from JBIMS in 1988, both from Mumbai University and has tertiary qualifications in insurance from III. He completed the "Strategic Leadership in Microfinance" course from the Harvard Business School, Boston, US in April 2013 and "Strategy meets leadership" course from INSEAD, France in August 2019.

He is a director on the boards of Arohan and Aavishkaar, member of the Group Executive Council at Intellecap, and was the Chair of the governing board of MFIN, the microfinance sector SRO, in 2019 and 2020. He earlier served on the MFIN board from 2013 and was also its President in 2015/16.



Mr. Atul

Partner and Co-founder, M2i

Atul is a cofounder of Prime M2i Consulting, and has nearly two decades of experience in banking, financial inclusion and market research. Macroeconomic analysis and multivariate statistics are his areas of interest. He has played a leading role in developing M2i's assessment frameworks and tools.



Mr. Amit Gilra

Associate-Partnership and Sales, Augmont Goldtech Private Ltd.

As an Associate Director, Amit is proficient in leading Partnerships & Strategic Alliances at Augmont thereby yielding definite leverage in enhancing market penetration. He has structured, lobbied for, and gained a commitment to revolutionary strategic agreements guaranteeing increased revenue streams for all parties. Amit has done his Executive management study in Finance from IIM-C and is also a Certified Financial

Planner. He has liaised with cross-divisional, global business teams to drive growth and profitability on targeted partner accounts while steering positive direction across Rural E-Commerce, Off-Grid Solar, Microfinance, and Agri Value chain industries.



Dr. Vinay Kumar Singh

Head, Self Regulation & Compliance Officer, MFIN

Dr. Vinay Kumar Singh is a doctorate in Economics and a management professional.

Dr. Singh has nearly two decades of experience in financial services with a successful track record in multinational organizations viz. Citibank NA & Aviva Life Insurance. He has multi-business experience in consumer

lending, retail banking and insurance. Dr. Singh has worked across geographies with cross-functional stints in sales, distribution, strategy, credit & risk, learning & development, and wealth management.

Dr. Singh trained to be a Chemical Engineer at IIT Kanpur and then did a dual major in Economics & Finance at IIM Calcutta. He completed his doctorate in Economics from Management Development Institute Gurgaon.

Dr. Singh studied the “Dynamics of financial inclusion and economic growth amid demonetization” as the topic of his doctoral thesis. He has published his research in top ranking peer reviewed academic journals. His research interests are in impact assessment of financial inclusion policies, adoption of financial products and time-series econometrics. He is a regular contributor of opinion pieces in the leading financial dailies on topics related to financial inclusion.



Sonali Mehta-Rao headshot

Co-founder and CGO, Awaaz.De

As Co-founder and CGO, Sonali Mehta-Rao currently leads Growth at Awaaz.De, a fintech social enterprise expanding access to finance for India's underbanked through partnerships with leading financial institutions. Currently, Awaaz.De is reaching ~10 Million customers monthly, primarily low-income, rural women. Awaaz.De is funded by the Aavishkaar-Intellectap angel network and IIM-A CIIE.CO.

Prior to Awaaz.De, she served as India Director for leading global fintech company Tala, which provides instant, personalized credit to underserved customers in emerging markets through their smartphone app and is backed by leading venture and impact investors including PayPal, Revolution, IVP, Ribbit Capital, Data Collective, and Lowercase Capital. She also Co-Founded Mela Artisans, a social enterprise working to provide a sustainable global market for Indian artisans. As President, she led the company to significant revenue growth and a 3M Series A, and is currently on the Board of Directors. Sonali is an Acumen India Fellow and GSBI Social Enterprise Accelerator Alumni.



Mr. Sudatta Mandal

Deputy Managing Director of Small Industries Development Bank of India (SIDBI)

Mr. Sudatta Mandal is currently the Deputy Managing Director of Small Industries Development Bank of India (SIDBI), the principal financial institution engaged in the promotion, financing and development of Micro, Small & Medium Enterprises (MSMEs).

Previously, Mr. Mandal was the Chief Financial Officer of EXIM Bank. Mr. Mandal has professional experience of more than 25 years in international trade and investment finance, project finance, structured lending, Small and Medium Enterprises (SME) lending including cluster financing and trade finance, and has held several positions including Chief Risk Officer, Chief Strategy Officer and Head of Corporate/SME Banking.

He is a B-Tech. in Electrical Engineering from the Indian Institute of Technology, Kanpur, and MBA with specialization in Finance from the Indian Institute of Management, Calcutta.



Mr. Rahul Bist

Partner and Co-founder, M2i

Rahul is a graduate in Computer Application and an MBA from Indian Institute of Forest Management (IIFM). He has 19 years of experience in microfinance, MSME Finance, trainings and monitoring and evaluations. Rahul has experience of working in 15 countries of Asia, Europe and Africa and has advised several banks, multilateral and bilateral funding agencies, International NGOs and MFIs. Rahul has worked extensively with women saving groups in different countries, towards development of models and products for linkages of the saving groups with formal financial institutions.



Mr. Neeraj Maheshwari

CEO and Co-Founder, M-Swasth Solutions Pvt. Ltd.

A Founding member & CEO of M-SWASTH, a Saïd Business School, University of Oxford alumnus, is an experienced Business Development, Emerging Markets, and Micro Insurance specialist with a career in the Insurance Industry in Asia and Africa. He has considerable experience in New Business Development, Sales & Partnership Development in Bancassurance & Alternative Channels Distribution, Group Insurance Business, Rural & Micro Insurance Channels, and Group Insurance Business.



Mr. Ashish Agrawal

Director, Resurgent India Limited

Chartered Accountant & Management Graduate Ashish Agrawal has a rich experience of more than 25 years in financial sector. He has an extensive knowledge in credit & investment banking, corporate finance, capital market operations, foreign exchange services, debt syndication, wealth management and financial advisory services. Agrawal has successfully sourced and executed over 100 assignments for debt, equity, M&A across various sectors; streamlined & improved existing

systems/processes, risk mitigation; identified process improvements, control gaps, transitioned & developed procedures and service standards for business excellence.

An effective communicator with admirable relationship building and interpersonal skills, Agrawal is presently a Director, New Delhi chapter in a leading investment banking company. He had served as Vice President, Centrum Capital Ltd., New Delhi, Head – Projects & Funding, FIITJEE Ltd., New Delhi and Head – Business & Strategy, Abhipra Group, New Delhi. Agrawal is also the Chairman/ Co-Chairman in various committees of PHD Chamber of Commerce & ASSOCHAM, Member of TIE Delhi, Past President of Rotary Club and Fellow Member of the Institute of Chartered Accountants of India (ICAI), New Delhi. As a financial expert, he is invited to various national forums across India as speaker as well as a jury member for selection of starts up, CAs and financial sector companies for various awards.



Mr. Sujay Kumar Yadav

State Bank of India, LHO, Kolkata

Shri Sujay Kumar Yadav is the General Manager of State Bank of India, currently based in Kolkata. He joined the Bank as a Probationary Officer in 1994.

He has served the Bank in various capacities across many locations like Varanasi, Bhadohi, Sonebhadra, Mirzapur, Mumbai and of course now Kolkata.

Apart from working in Branches and in the Corporate Office, he has rich International Banking experience contributed by his stints in Muscat (S of Oman) and in Sydney (Australia).

Shri Yadav has a wide experience in Branch Banking, Product and Policy framing, Digital as well as working on Regulatory expectations and Compliance areas.

Agriculture Finance with a special focus on various aspects of Rural Finance, including providing Banking facilities in underserved areas which ultimately helps in improving lifestyle has been a passion for Sri Yadav.



Mr. Sachin Sachdeva

Vice President and Sector Head, Financial Sector Ratings, ICRA Limited

Sachin Sachdeva is Vice President and Sector Head, Financial Sector Ratings at ICRA. He has around 14 years of work experience with ICRA. During his time with ICRA, he has been involved in the analysis and ratings of various financial institutions like microfinance institutions (MFIs), housing finance companies (HFCs), small finance banks (SFBs) and various types of non-banking finance companies (NBFCs). Prior to working on financial institutions, he has been involved in the analysis and ratings of various corporate sector entities.

Sachin holds a Master of Finance and Control (MFC) degree from the Department of Financial Studies, University of Delhi, and has done Masters in Commerce (M. Com) from the University of Delhi. He also holds the CFA charter awarded by CFA Institute, USA and the FRM charter awarded by GARP, USA.



Mr. Vikul Goyal

Founder and CEO, Bimaplan

Vikul Goyal is the founder of Bimaplan, an affordable insurance platform for the next billion Indians. His previous startup, Carcrew, an online marketplace for automobile spares and services, was acquired by TVS, a large auto conglomerate based in India. Previously, he has worked as an Investment Professional at Bessemer Venture Partners and GSF Accelerator. He is an active angel investor and has invested in startups across the fintech and consumer internet sectors. Vikul is a Bachelor of

Technology in Mechanical Engineering from IIT Guwahati and has an MBA from Harvard Business School.



Mr. Jiji Mammen

Managing Director, NABFINS, Bengaluru

Shri Jiji Mammen in the cadre of Executive Director in NABARD has taken over the charge as Managing Director of NABFINS with effect from June 15, 2020.

Prior to his posting with NABFINS, he was the country head of Department of Refinance of NABARD at its head office in Mumbai. He is a post Graduate from the Indian Agricultural Research Institute, New Delhi and a Certified Associate of Indian Institute of Banking and Finance (IIBF). He also has graduated in law from Kerala University.

After joining NABARD in 1985, he served in 8 states in different capacities including two terms in Head Office, Mumbai and as State heads in Manipur, Rajasthan, Hyderabad & Telangana Regional Offices of NABARD. Shri Jiji Mammen was also the Faculty Member in Bankers Institute of Rural Development, Mangaluru.

Shri Mammen has attended several national and international conferences/seminars and presented papers.

A highlight of his career is that he headed the Micro Units Development and Refinance Agency Ltd. (MUDRA), a NBFC formed to support the flagship programme of Govt. of India viz. Pradhan Mantri Mudra Yojana for three years, as its founder MD & CEO. He is also a member of Working Group on Individual Insolvency under Insolvency and Bankruptcy Code, constituted by IBBI. He is also Director on the Board of Sa-Dhan.

Sponsor Company Profile :



S a - D h a n

Sa-Dhan the Association of Community Development Finance Institution has been working for more than one and a half decades in supporting and strengthening the agenda of Financial Inclusion in India and creates a space and understanding of microfinance with policy makers, bankers, government, researchers and practitioners. We are engaged with all kind of operating models, legal forms and have also roped in the technical institutions in the process. At present, Sa-Dhan has the membership base of 193 institutions (56 NBFCs, 113 Societies & Trusts, 13 Cooperatives, and 31 SHPIs) also including Banks, Rating agencies and Capacity Building agencies, representing all legal forms and operating models. This diverse set of representation acts as a comprehensive web for picking up the details and focusing on key issues and challenges. Our membership network reaches out to approx. 33 million clients with loan outstanding of more than Rs. 33,000 crores and over 90% districts in India.

We believe that within the overarching objective of financial inclusion, microfinance is an effective strategy for poverty alleviation and has the potential for far-reaching impact in transforming the lives of millions of under-privileged people. Sa-Dhan remains committed to ensuring client protection, transparency, reporting, adherence to the Industry Code of Conduct which we have helped to finalise, compliance to regulation and financial and social performance standards that we have been setting from time to time. During the last 16 years of our existence, we have been successful in evolving a legal and regulatory framework for the sector, building the capacities of member organizations, building a repository of research and experience through our sectoral reports and studies.

Sa-Dhan is recognized by the RBI as Self Regulatory Organisation (SRO) for the Microfinance Sector. Sa-Dhan is recognized as National Support Organization (NSO) by National Rural Livelihood Promotion (NRLM).

Sa-Dhan's mission is to build the field of community development finance in India, to help its members and associate institutions to better serve the low income households, particularly women, in both rural and urban India in their quest for establishing stable livelihoods and improving the quality of life.

The vision of Sa-Dhan is to see that through microfinance interventions, the quality of life of the people living below the poverty line is improved and they face the realities of life with pride and confidence. It encompasses the following:

- To provide a common platform for advocacy representing multiple models and approaches to microfinance in India.
- To make available timely and reliable information that is crucial for effective networking of microfinance institutions across India.
- To undertake research, development of tools and resources that facilitate dialogue and synergy of best practices between different operating models and stakeholders.
- To promote initiatives that inform, educate and articulate the needs of the sector. These programs will involve service providers, policy makers and bankers.
- To provide technical and marketing support systems for sustainable livelihoods through community development finance.



Fusion as an organization was set-up in 2010 & is a registered NBFC –MFI which operates in a Joint Liability Group lending model of Grameen.

Fusion has Pan India presence serving 2.8 million clients spread across 18 states, 330 districts and close to 1 lac villages. These clients are served through our network of 900 branches and more than 8000 employees. Our clients comprise mainly of women living in rural and semi-urban areas. Our focus is reaching out to unbanked and providing financial services to women entrepreneurs belonging to the economically and socially deprived section of the society. Our responsibilities are not restricted merely to financial support but also to acquaint the clients to manage their financials by disseminating Financial Literacy to them. Fusion believes in robust business practices, transparent policies expressed in our Customer Centric efforts towards our clientele. Fusion aspires to create value and balanced growth for all its stakeholders while keeping clients at the centre.



A brief introduction to Bandhan Bank

Bandhan Bank is a universal bank that caters to the banking needs of the citizens of India.

In June 2015, Bandhan Financial Services Limited, an NBFC, received the universal banking licence from the Reserve Bank of India (RBI), making it the first-ever Indian microfinance institution to become a universal bank. Incidentally, Bandhan is the first bank set up in the eastern part of India after Independence. Late Shri Arun Jaitley, the then Union Minister for Finance, Government of India, inaugurated the bank on August 23, 2015, in Kolkata. Late Shri Pranab Mukherjee, the then Honourable President of India, graced Bandhan Bank's first anniversary function in Kolkata in 2016.

One of India's youngest universal banks, Bandhan Bank, is guided by the ethos of inclusive banking. The Bank has a Pan-India presence and operates across 34 Indian states and union territories through a robust network of 5,626 banking outlets, catering to more than 2.51 crore customers. With its focus on making banking accessible to one and all, more than 70% of the Bank's banking outlets are in rural and semi-urban India. The Bank has a workforce of 55,341 employees. Since its launch, the bank has collected deposits of more than Rs.84,500 crore, and the outstanding loan book is Rs.87,998 crore.*

Led by a strong customer-centric value proposition, Bandhan Bank offers an extensive portfolio of world-class banking products backed by a 360-degree service proposition. The Bank provides a comprehensive, uniquely designed and growing product portfolio with attractive features and new offerings. The broad spectrum of asset and liability products and

services is designed for customers across geographies, town classes and socio-economic backgrounds.

In sync with the philosophy of '*Aapka Bhala, Sabki Bhalai*', Bandhan Bank aims to be one of the critical enablers in broadening and deepening financial services to the bottom of the pyramid and, in doing so, be a bank for all. With the faith of its customers, Bandhan Bank is set on its path to continue touching millions of lives. Simply put, when you choose to bank with Bandhan Bank, you are choosing to be instrumental in the nation's growth story.



AAVISHKAAR GROUP

Established in 2006 in Kolkata, Arohan Financial Services Limited, a part of the Aavishkaar Group, is one of the largest NBFC-MFIs in India. The organisation has a bank loan rating of A, MFI grading of MF1 from CARE Ratings, a Social Performance rating of SP1, COCA Dimensions of C1, all of which are top-notch gradings. Arohan is Great Place to Work-Certified™, is among the Top 100 Best Workplaces in India 2021, and ranks among India's 30 Best Workplaces in BFSI - 2022 as per assessment conducted by the Great Place to Work® Institute. Driven by its mission to empower underserved households and small businesses through a range of financial services, in a manner sustainable for all stakeholders, Arohan plans to impact 20 million lives by the year 2025.



About Coverfox.com

Coverfox.com, is a leading insurtech startup in India. It has over 50+ partners to offer 150-plus insurance products that span across health, car, bike, term, and travel insurance policies in India. Since its launch in 2013, Coverfox has acquired over a million customers and is working towards making the entire process of insurance buying simpler. Coverfox is at the helm of the Indian insurance landscape's transformation ushering in Insurtech 2.0. Leveraging the best of technology, Coverfox has reinvented itself to adopt an omnichannel and automated insurance experience to tap into both the often ignored rural segment and the uninitiated millennial and first time insurance buyers.

Coverfox.com has developed India's first fully un-assisted capabilities for B2C Motor Insurance, unlocking disproportionate value for Stakeholders, and is a true InsurTech E-Com player. Newest addition to our catalog of products is the best in class technology offering IIAAS (Insurance Infrastructure as a service), where we are enabling offline merchants to set up an insurance selling platform with a hasslefree threeway integration across the length & breadth of our country & associating with POSP (Point of Sale Person) through our industry first initiative & latest technology called Coverdrive app is a disruption in the Insurance ecosystem. Today, Coverfox is India's largest insurtech platform. Coverfox is backed by Avaana Capital, IFC, a sister organization of World Bank, and U.S. insurance firm Transamerica.

SOTI®

SOTI is a proven innovator and industry leader for mobility and IoT management. Globally, over 17,000 companies depend on SOTI to enable their strategies for mobile devices, applications, content, as well as endpoints for the Internet of Things. Extensive vertical experience and technology partnerships give SOTI unparalleled insight into market trends and cutting-edge business solutions. SOTI's commitment to innovation ensures your business is one step ahead with the solutions you need to take mobility to endless possibilities.

Zopper®

Zopper is an insurtech company that provides insurance solutions for your business and for your customers. Zopper's Insurance Infrastructure APIs will enable insurance solutions for you in no time. Right from creating a customized insurance plan for you and your customers, to providing the right APIs, we offer a complete product solution. We partner with Lifestyle, Digital and Financial Ecosystem companies to offer bespoke and off-the-shelf insurance solutions.

aiqahealth

aiqahealth is India's foremost digital healthcare company

Who we are

💡 Founded in 2014 as one of India's **first telemedicine company**

🌐 Led projects in **Africa, Russia and India**

10,00,000

Customers served



21,00,000

Doctor consultation till now



500+

Doctors in our platform



4.83/5

Satisfaction score



We are healthcare experts with 15+ years of experience

Team



💡 Mr. Sunil Sachdeva, **co-founder of aiqahealth**,
co-founded Medanta in 2004 along with Dr. Trehan

🏥 **~2000 beds superspeciality** across 4 facilities

🏆 **Rated as #1 hospital in India** by multiple publications

🏥 **25,000 surgeries** conducted **annually**

🌐 **Treated >1.5M patients** from **130 countries** in its journey so far



M-SWASTH is a technology driven Digital Healthcare Service Provider, founded by IIT & Oxford Alumni, with a goal of making healthcare accessible and affordable to the India's next 500 million customers.

M-SWASTH connects India's rural people with doctors and medical professionals through its Tele-health and Telemedicine platform. M-SWASTH, headquartered in Bengaluru, is one of the fastest growing enterprises in the country.

M-SWASTH currently operates in 25 states, with 500+ E-clinics and 400+ workers serving over 30 lakh customers.

Website- www.m-swasth.in



Established in New Delhi on 28th October 2016, SATYA now successfully caters to more than 6.5 lakh active microentrepreneurs and households across 21 states in India through a network of 270 branches & extensive employee bases of over 3100 task force. The RBI registered NBFC-MFI has disbursed a total of approximately more than 6.15 lakh loans of worth over Rs. 3,708.79 crores with assets under management of Rs 1700 crores. The client base of SATYA entails 100% women living in rural and semi-urban areas. The MFI is integrally focused towards extending social & financial backing to unbanked section of the population living at the bottom of the pyramid and provide affordable credit offerings for the purpose of their income generation & income growth. SATYA is not restricted merely to facilitate financial services to its clients but also to empower them by means of financial literacy, digitization, education & employment creation. Considered as one of the most prominent MFIs across the nation, SATYA is envisioning to serve as an impetus for the socio-economic upliftment of 5 million households by the year 2025



Awaaz.De Profile: Awaaz.De is an India-based fintech startup that works to expand access to finance for the underbanked. L&T Finance, Axis Bank, Ujjivan Small Finance Bank, Samasta Microfinance, Dvara KGFS and many more trust Awaaz.De's SaaS platform for local vernacular (10+ languages) mobile communication to boost/digitize collections, cut OpEx, increase customer contactability, and acquire customers via Crores of calls pan-India.

Through partnerships with leading financial institutions, Awaaz.De reaches ~10 million

customers each month, primarily low-income, rural women. Awaaz.De's 360° Customer Connect sends personalized, interactive nudges and confirmations throughout the customer lifecycle. This drives market-proven results for collection and up-sell and empowers customers to report discrepancies and make informed financial decisions. Recently, due to the impact of the COVID, Awaaz.De also launched critical awareness and digital collections campaigns for partners, reaching ~60L customers pan-India. Awaaz.De's solutions are scalable, cost-effective (95% lower-cost than telecalling), and work on feature phones, which is the most commonly used mobile device among the low- and moderate-income (LMI) customers of Awaaz.De's clients. Awaaz.De's easy-to-use platform is specifically designed to enable institutions to cut across language and literacy barriers to connect directly with their customers, and to monitor and analyze customer engagement and feedback. The startup spun out of Co-Founder & CEO Dr. Neil Patel's Stanford University Computer Science Ph.D. research, and the current technology platform builds on 10+ years of research, including a Harvard University study estimating every \$1 invested into the system generates \$10 in additional income for end users. Awaaz.De is funded by Bill & Melinda Gates Foundation and IIM-ACIIE.CO, with investment syndicated by Aavishkaar-Intellectap Group.



Thinking. Crafting. Transforming.

Craft Silicon is a leading financial technology solution provider and recognized as one of the most tech-savvy software groups globally. Craft Silicon supports 300+ Financial Institutions by delivering value in over 30 countries. They provide robust solutions that include Core Banking, Loan Management, Channel Banking etc. Managing over \$7.4Bn of Loan Portfolio, 77Mn customers & 2+Bn transactions per year in Asia region.



Bimaplan is an affordable insurance platform for the next billion Indians. We aim to drive insurance adoption through technology and are building a full-stack insurance platform that is end-to-end digital. Our vision is to provide financial security to the currently underserved population through contextual life and health products.

We have a strong founding team with a successful track record of building scalable products and we are backed by some of the best global early-stage technology investors, prolific fintech founders, and experienced industry veterans.



We are a growing Investment Bank, SEBI registered Category I Merchant Bank and ISO Certified 9001:2008 Company offering services like Mergers & Acquisitions, Private Equity, Debt Solutions, Structured Finance, Capital Market Solutions, Valuations and Enterprise Risk and Tax Services. Our team members act as product and industry specialists with deep domain knowledge and research driven approach. We have a full-service domestic Indian platform which offers scale and depth of operations across business lines, global governance standards, and best-in-class product sophistication.



Aditya Birla Health Insurance Company is a venture between the Aditya Birla Group and MMI Holding, which is 3rd largest insurer in South Africa. ABHI is fastest growing insurer in SAHI companies and has grown 57% YoY. ABHI has won Golden Peacock award for active care under category of Innovative products in (June-20) which is considered to be one of the most prestigious awards in the category.

Segments and Partners

We have a diversified portfolio to cater banks such as HDFC, AXIS, DCB, Karur Vysya, RBL Bank, In NBFC space with BAJAJ Finserv, Muthoot Securities, Manappuram, Vakrangee, In Fintech we associate with OLA, Paytm, PhonePe, Policy Bazaar and in MFI space we are currently in association with Arohan Financial Services, Fusion Microfinance, Satin Creditcare, Satya Microcapital, Sarala Development & Microfinance to name a few

MFI/Rural business

We are also focused in serving our rural population through MFIs and NGO's with more than 50 partners spread across geographies catering to more than 10mn policies currently. Tailored made benefit products like Hospicash is well accepted with rural population (as it provides some fixed compensation against income loss due to hospitalisation) thereby adding more value to stakeholders.

Digital Journey

We have also embarked online customer enrolment through our API integration wherein customers are on-boarded through portal and certificates are issued instantly.



Microfinance Institutions Network (MFIN) was established in 2009 as an Industry Association for NBFC-MFIs. In 2014, MFIN was recognised by the Reserve Bank of India (RBI) as India's first Self-Regulatory Organization (SRO) for the NBFC-MFIs. The year 2019 saw MFIN complete ten years of its existence as an Association. Over a period of time, as members graduated as Universal Bank and Small Finance Banks coupled with entry of banks and NBFCs in the microfinance space, MFIN expanded its umbrella to cover the entire microfinance eco system.

Today MFIN Members are a diverse set of institutions that provide Microfinance services throughout the length and breath of the country. These include 55 NBFC-MFIs with a loan outstanding of Rs 86,068 crores and an expansive network of 16,226 branches. With over a lakh of employees, these NBFC-MFIs provide door-step micro-credit to 3.2 crore clients across the nation. MFIN also has 41 Associate Members including Banks, Small Finance

Banks, NBFCs, Banking Correspondents amongst other key stakeholders who play a critical role in the financial inclusion dialogue. Put together, our primary and associate members reach around 6 crore microfinance clients.

Keeping the larger objective of financial inclusion in mind, MFIN focuses on creating an enabling policy and business environment for its members to pursue responsible lending with the highest standards of customer protection and corporate governance. Towards this, MFIN works closely with the microfinance providers, regulators, Government, and other key stakeholders across 35 states and union territories, spanning 635 districts. As a result of these small, easily serviceable, collateral free loans, as many as 30 crore families have been impacted and a vast unbanked and unserved population of India has access to formal credit even in the remotest districts of India.

AUGMONT
GOLD FOR ALL

We are a nation of a billion people with a billion dreams. And a billion desires. But there is one desire that is universal and has stood the test of time. Gold.

The desire for gold is the most universal and deeply rooted instinct of the human race. Gold is the thread that weaves the dreams of mankind. It is a harbinger of good times. A signal of status, prosperity and power. It is a safety net for life. A promise of love.

Gold is the currency of dreams and desires. And a symbol of hope.

Gold is not a mere metal. It is a metal with profound meaning. A metal that matters. A gift to mankind that keeps on giving. Gold is the fulcrum of life. A gear of growth. Gold augments life.

Gold moves through its lifecycle from 'Mining' (which is mostly 'Imports' for India) to 'Refining' where gold is melted and purified and then it proceeds to be casted into bars. Gold bars get made into coins and jewellery. Old jewellery is either 'Scrapped' to go back to refinery or is used to avail 'Loan'. In case of defaults, this Gold is taken for an 'Auction' process which then gets scrapped going back to the refinery for remitting. Sometimes, Jewellery is also monetized under the 'Gold Monetization Scheme' which then gets scrapped to return back to the refining process.

This entire lifecycle of gold in India is unstructured and highly fragmented.

Augmont is aiming to change this with its revolutionary goldtech ecosystem-Gold For All.

Leading Pioneers In Gold In India

- Among India's most reputed refinery & bullion companies with deep inroads in the close-knit jeweller community
- Ability to financially hedge with the most efficient and effective price discovery
- Physically deliver across exchanges, ETFs and other channels

- Capable of distributing bullion from 0.1 grams coins to 1 kg bars across India
- More flexible and adaptive to changes in government policies
- Operates at lower costs than international refineries with the same level of efficiency, if not better

Scale Of Operations-Among The Largest

Leading gold refinery in India with annual sales surpassing US\$ 2 bn

Leading creator and redeemer of gold exchange traded fund (ETF) units in India on all gold ETF schemes

Leading delivery provider of gold on commodity exchanges in India

Size Of Operations-Among The Largest

Network of over 4000 jewellers connected online on the SPOT system

Employs over 200 people

23 B2B delivery centers across India

Accreditations & Accomplishments

Augmont's prices are used as the most common reference prices across India

BIS/NABL hallmarked and accredited

IDBI Trusteeship

'India Good Delivery member for NSE and MCX

Number of centers / towns reached in India till 2019: 2500 +

Ranked amongst Top 150 unlisted companies in India by Dun & Bradstreet, 2021



NABARD

National Bank for Agriculture and Rural Development

Our Mission : Promotion of sustainable and equitable agriculture and rural prosperity through effective credit support, related services, institution development and other innovative initiatives.

- Research and Development on matters of importance pertaining to agriculture, agricultural operations and rural development including the provision of training and research facilities.
- Consultancy services related to Agriculture & Rural Development through subsidiary (NABCONS).

Our Functions :

- Provide Credit/Refinance for production credit and investment credit to eligible banks and financing institutions.
- Development functions undertaken through Farm Sector Promotion Fund (FSPF), Financial Inclusion Fund (FIF), Watershed Development Fund (WDF), Tribal Development Fund (TDF), Rural Infrastructure Development Fund (RIDF), etc.
- Supervisory functions in respect of Co-operative Banks and Regional Rural Banks.

Head Office Plot : C-24, 'G' Block Bandra Kurla Complex, Bandra (East), Mumbai - 400 051

www.nabard.org

[YouTube /nabardonline](https://www.youtube.com/channel/UCnabardonline)

Taking Rural India >>Forward

SIDBI : Addressing Financial & Non-Financial Gaps in MSME Sector

Small Industries Development Bank of India (SIDBI), set up on April 02, 1990 under an Act of Parliament, presently acts as the Principal Financial Institution for the Promotion, Financing and Development of the Micro, Small and Medium Enterprise (MSME) sector and also coordinates the functions of the institutions engaged in similar activities. Thus, SIDBI focuses on addressing the financial and non-financial gaps in MSME eco-system.

Financial Support to MSMEs is provided by SIDBI by way of :

(a) Refinance to (i) Eligible primary lending institutions, such as, banks, state financial corporations for onward lending to MSMEs and (ii) Micro Finance Institutions who have been nurtured, incubated and strengthened through a comprehensive range of financial and non-financial assistance.

(b) Resource support to NBFCs for onward lending to MSMEs.

1,000 crores 'SIDBI Make in India Fund' for financial assistance to MSMEs in 25 identified sectors at competitive interest rates and

SMILE - the 'SIDBI Make in India Soft Loan Fund for Micro, Small & Medium Enterprises'. Under SMILE, MSMEs are provided term loans at very attractive rates. In addition, the scheme provides for soft loan (quasi-equity) to support debt-equity ratio.

SIDBI also has been instrumental in taking up various initiatives for development of the MSME sector. Its micro finance program has been one such targeting the unbanked segments at the lower end of the economic activity. Micro Units Development & Refinance Agency Ltd. (MUDRA) has been set up as a subsidiary of SIDBI w.e.f. April 08, 2015 to fund the unfunded micro units.

SIDBI extends Nodal Agency Services to the Government of India for Schemes sponsored by various Ministries for encouraging implementation of modernization and technology upgradation projects by manufacturing units in MSME sector viz., Credit Linked Capital Subsidy Schemes, Technology Upgradation Fund Scheme for Textiles, Integrated Development of Leather Sector Schemes, Scheme of Technology Upgradation/ Setting up/ Modernization/Expansion of Food Processing Industries, etc.



Press Release



6th Eastern India Microfinance Summit 2022

Hosted By AMFI-WB

In Association with M2i, MFIN & Sa-Dhan

The Theme of the Summit 2022 is "Reimagining Microfinance in Light of the Emerging Regulatory Paradigm"

Kolkata, 11th April 2022 : This year's East India Microfinance Conference is being organized in the backdrop of the announcement of a new regulatory framework for microfinance in India, which was announced by the Reserve Bank of India in March 2022. This announcement marks a paradigm shift in regulations for the MFIs and recognizes their growing importance and maturity. It is expected that the MFIs would now be in a better position to serve their clients through well suited products for various segments.

The Industry has now weathered over two years of COVID 19 crisis, which has severely impacted the lives and livelihood of everyone. Lockdowns and resultant loss of income resulted in disruption of economic activity. The impact was particularly severe for the microfinance clients who had to face significant loss of income, being dependent on the informal economy to a large extent.

The most disruptive Financial Year that Indian economy had ever witnessed has come to an end. In the post pandemic phase, it is necessary that the micro-lenders, the bankers, the policy-makers, allied financial service providers and researchers join hands on common platform to chalk out future strategy for a speedy revival of the growth process in the microfinance sector. To this end, the Association of Micro Finance Institutions – West Bengal, along with its member MFIs and Banks and knowledge partner M2i and in partnership with MFIN and Sa-Dhan – is hosting the 6th Eastern India Microfinance Summit 2022 titled, "Reimagining Microfinance in Light of the Emerging Regulatory Paradigm" This is being held on 21st of April 2022 at The Park Hotel, Kolkata. The purpose of the summit is to actively engage key stakeholders in discussions relevant to current and future road map of the microfinance sector with special reference to the eastern region.

Mr. Pranab Rakshit, MD, Sarala Development Microfinance Pvt. Ltd.; Mr. Alok Biswas, MD, Janakalyan Financial Services Pvt. Ltd. and Mr. Ganesh Chandra Modak, MD, Grameen Shakti Microfinance Services Pvt. Ltd. were present to brief the media at the announcement Press Conference of the 6th Eastern India Microfinance Summit 2022, held at Kolkata Press Club.

Discussions in the 6th Eastern India Microfinance summit 2022 will focus on the following themes :

Inaugural Session :

The inaugural session will discuss the key issues around the main theme of the Summit to reimagining microfinance in light of the emerging regulatory paradigm. The key issues discussed in this session will include

- How will the new regulations serve to enhance the cause of financial inclusion in the country?
- What will be the specific impact of these regulations on banks, NBFCs, BC Companies and not for profit companies?
- Will the new regulations enable enhanced capital flow in the sector?
- To what extent are the new regulations recognition of resilience displayed by the MFIs and clients during the COVID-19 crisis

- How will the MFIs be better equipped to deal with a COVID-19 like crisis, under the new regulatory framework?

Session 1: The New Regulatory Framework - opportunity to serve the clients better :

The new regulatory framework announced by the RBI arguably brings the most significant changes in the regulations for the MFIs after 2011. It is already being acknowledged that the new framework recognizes the growing maturity and importance of the MFIs in financial inclusion. This also recognizes the growth, innovation and resilience displayed by the MFIs and their clients in the existing regulatory framework. Key topics discussed by the participants in this session will include

- In what ways will the new regulations enable innovations in product development?
- In what ways the new regulations enable outreach to the underserved geographical areas or population groups?
- In what way will these regulations encourage adoption of new technologies?
- How can the clients be protected from the risks arising out of use of digital technology for doing transactions?

Session 2 : Challenges of financial inclusion in Eastern India

Eastern India is home of over 50 microfinance institutions. The region is also densely populated with a large proportion of population engaged in agriculture and micro enterprises. Eastern India had proved their growth potentiality and repayment track record of micro finance clients over the past several years. High growth potential of microfinance in the eastern sector has also attracted MFIs from across the country. Most of the prominent MFIs in India have operations in Eastern India. This session will discuss the issues specific to the microfinance ecosystem in the Eastern India with focus on the following aspects.

- Economic growth, demand and market size
- Support from the government and local authorities
- Complementarity with government programs
- Law and order and physical infrastructure
- Portfolio quality related aspects
- Role of national level SROs (Sa-dhan and MFIN) in Eastern India

Session 3 : Serving clients with diverse product offerings

Microfinance Institutions serve a variety of financial needs of their clients. While most of the loans have traditionally been provided to the clients for income generation purposes, the MFIs now offer a variety of cross-sale products for their clients besides loans for housing, education, water and sanitation and energy requirements. Varieties of insurance products are also being offered through the MFIs. In this session, among other things, the panelists will discuss the following important issues

- Building household level resilience through micro insurance products
- Making products more efficient and effective with more appropriate use of technology.
- Serving the missing middle segment through micro enterprise financing

Scenario in West Bengal :

West Bengal has always been one of the pioneers of microfinance in India. It had always contributed significantly to the understanding of microfinance practices across the country. Even today, in terms of loan portfolio, West Bengal is only second to Tamil Nadu, accounting to around 12.4% of total loan portfolio in India. West Bengal also accounts for 10.4% of active loans in the country. Six out of top 10 districts in India, in terms of loan portfolio outstanding, also come from West Bengal (North 24 Parganas, Murshidabad, Jalpaiguri, Nadia, South 24 Parganas, Bardhaman)

In West Bengal, this industry (among the AMFI-WB Members i.e. MFIs and Banks) directly employs at least 37,000 people and most of them are from low income families with limited educational qualifications with total investment of 37000 Crores as loan outstanding as on September, 2021. The MFI segment created huge micro and small entrepreneurship in the state, covering more than 9 million women who are mostly from the underprivileged segment. The government needs to be more proactive in terms providing safeguards to this industry in matter of issuance of trade license, shop and establishment registration and other compliance processes. We may seek a single window option for trade licenses and shop and establishment for a one time fixed fee per branch.

Scenario in Eastern India as well Pan India level:

As on 30 Sept 2021, the combined micro credit portfolio of 218 lenders is ₹2,25,331 crores, a growth of 1.4% over previous quarter (Q1 FY21-22). On a YoY basis, the portfolio has decreased by 1.1%. Banks have the highest share in the market in terms of loan portfolio with 41% market share, followed by NBFC-MFIs with 35% market share.

The microfinance sector has shown tremendous resilience in the wake of the pandemic, showing inherent institutional strengths. During the times of crisis, welfare of clients has been the most important area of focus for the MFIs who have helped them by offering relaxed repayment terms as well as providing direct support to the vulnerable groups. Many MFIs have been involved in offering ration kits, creating awareness for Vaccination and facilitation of vaccination drives.

Government also recognises the importance of microfinance and has been very supportive. The Ministry of Finance had announced a Credit Guarantee Scheme of Rs 7,500 on 28th June 2021 for enabling enhanced fund flow to the Microfinance Institutions thereby reaching out to the bottom of the pyramid.

Some of the key discussion points to understand the microfinance industry nationally as well in Eastern India Perspective :

The following are the most important issues to consider to further increase the resilience of the microfinance sector and creating enhanced value for the under privileged sections of the society.

1. The government should further increase the funding and liquidity support to the sector particularly the smaller MFIs.
2. The interest rate calculation formula specified by the RBI will prevent lenders from enjoying huge margins and especially banks, which have low-cost deposits, will be discouraged from charging the same rate as the MFIs. But should insurance charges be included for pricing micro loans? Most of the customers in this segment are not insured

and death rates are high. Inclusive of insurance charges, the interest rates will be high, which may not be politically palatable. The calculation of internal rate of return, or IRR, for a lender should exclude insurance though it should be mandatory to declare it.

3. India's microfinance industry is at a crossroads now. The Covid pandemic has wreaked havoc and many of them have restructured between 10 and 30 per cent of loans; and gross bad loans could be in the range of 5-15 per cent. The micro, small and medium enterprises have got the benefit of the government's Emergency Credit Line Guarantee Scheme but the MFI industry caters to very few of them. Reducing exposure to unsecured loans from 85 per cent to 75 per cent will be of little help. If the regulator wants to make the segment resilient, it should drop it to 60 per cent.
4. Finally, cash collections of micro loans run into thousands of crores a month. Shouldn't the RBI look for a differential pricing for digital offerings? That will help speed up digitisation in this segment.
5. Apex financial institutions like SIDBI and NABARD need to further enhance equity and loan support to the MFIs particularly the smaller ones.
6. Investment in client education needs to be enhanced to increase productivity of their businesses and enable them to take advantages of the available opportunities
7. There is scope to further support the MFIs in improving their capacity to develop more products and understand needs of the clients better.
8. The Government should further increase the funding and liquidity support to the sector particularly the smaller & medium sized MFIs like continuation of **CGSMFI** scheme for another 2 years.
9. Apex financial institutions like SIDBI, NABARD and MUDRA need to further enhance **equity loan and long term sub-ordinate debt** support to the MFIs particularly the smaller ones in line with **IMEF Fund** as earmarked in earlier budgets.
10. More & More '**Financial Literacy Workshop**' for Clients may be organized so that they can embrace the digital transactions more freely. Capacity Building support is also required.
11. It is high time for the Government to create '**Microfinance Regulatory Authority**' exclusively for regulating and promoting NBFC-MFIs.
12. Creation of an '**Autonomous Finance Corporation**' for MFIs that may address the problems of liquidity of Small & Medium sized MFIs
13. Creation of special **window by the Banks** for funding of NBFC-MFIs & special budgetary allocation for this purpose.
14. Regulators have prescribed guidelines for responsible lending but there is no such guidelines related to responsible borrowing. Code of Conduct for responsible borrowers may also be framed forthwith.
15. Rating & Grading agencies must formulate separate guidelines of rating / grading for Small & Medium sized MFIs.

For further details:

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The Association of Micro Finance Institutions - West Bengal (AMFI - WB) :

The Association of Micro Finance Institutions - West Bengal (AMFI - WB) is an institution which endeavors to promote and develop microfinance in the state of West Bengal. Founded as a self-regulatory organization, and registered as a Public Charitable Trust in 2010, AMFI-WB encompasses a community of microfinance organizations that operate in West Bengal.

It was formed to deliver better services to the poor, thereby helping these populations improve their standards of living. AMFI-WB envisions a community of microfinance institutions who are committed to initiating a significant change in the lives of the poor, especially women. AMFI – WB currently caters to around **90** lakh poor women by providing them with financial services, especially micro credit. With a membership of **44 Micro Finance Institutions, bank** especially micro credit through approximately **36000** employees who hail from lower economic background.

Their primary goals include: encouraging MFIs to maintain healthy relationships with banks, ensuring that MFIs stay on track and focused with the guideline prescribed to them, and mediating between various government officials and other important sector stakeholders. AMFI – WB regularly conducts stakeholder meets at the district level, management development programs for its members, microfinance industry-related seminars & workshops, and member meetings on matters of mutual interest.

Our Mission

The sole objective of AMFI-WB is to initiate a significant change by empowering the poor, especially women, who are socially disadvantaged and economically exploited. With this objective, AMFI-WB monitors MFIs to ensure that they are compliant with the RBI guidelines and that they adhere to the Codes of Conduct prescribed by the RBI, MFIN, and Sa-Dhan.

It boasts of being a 'first-of-its-kind' initiative in the state's collective fraternity of key MFI players. It is a unique effort, and has been instrumental for the enhancement of income-generating activities among poor women through the help of microfinance services in the state.

About M2i

Prime M2i Consulting Private Limited (M2i) was incorporated in March 2006. M2i brings in best application of modern management principles to enable enterprises and projects achieve their objectives, improve their efficiency and integrate with the market. We continuously assimilate knowledge from diverse fields and build on the existing body of knowledge. We use rigorous analysis to solve complex management problems, while maintaining absolute clarity in the recommendations we make. Our processes are designed to ensure a rewarding experience for our clients, as well as, for us. We interact closely with our clients to provide customized solutions. While we emphasize on innovations, we follow them up with rigorous validation and standardization to ensure sustainability of these innovations.

M2i has been working in the field of financial inclusion since 2006. We have worked with a number of MFIs, banks, equity investors, donors, NGOs and industry associations on a variety of projects. The M2i team has in-depth knowledge of financial inclusion, with experience in Risk Management, financial linkages of community groups, impact evaluation and training, with a focus on 'double bottom line' management, including social performance management (SPM), client protection (CP) and poverty measurement.

Pioneering initiatives of M2i :

M2i has been a global pioneer in Code of Conduct Assessment tool, having performed first set of assessments in India. COCA has now been mainstreamed in India with over 200 assessments having been performed over the past 8 years.

M2i has also introduced online training of field staff using mobile and web application. This has enhanced efficiency of trainings of MFI field staff.

In addition M2i has,

Introduced the concept of 'Hidden Delinquency' as part of its Risk Management advisory to MFIs. Hidden delinquency is a precursor to portfolio quality problems as well as client distress.

Introduced third party training needs assessment as well as trainings for field staff of MFIs.

Developed a sampling approach for client/household surveys which takes in to account unique aspects of organizations working in rural areas. We use *svyset* command in STATA to incorporate designed effect introduced by this approach.

Facilitated bank/FI linkage of Village Savings and Loan Associations (VSLAs) in several countries in Africa and Asia.

Developed a risk assessment tool for microenterprise lending

6th Eastern India Microfinance Summit 2022, At The Park, Kolkata

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Association of Micro Finance Institutions - WB

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