



# REFLECTIONS: A GRASSROOT GAZETTE

Inside these walls a brighter tomorrow



## *Message from our Director*

**A**s we enter the 3rd quarter of this financial year, the Academy team is focusing on newer initiatives and associations besides delivering the existing training programs and courses.

CPMM 17th batch fully sponsored by NABARD, which was inaugurated in August, is in its final phase of classroom sessions as well as field visits. The candidates made a presentation of their field visit learnings and to keep them motivated prizes were awarded to the best performers. We are confident of securing a similar project from NABARD for another zone very soon.

The 16th CPMM batch at Vadalur concluded successfully and the on-boarding is being carried out by the Belstar HR team. In TN, the forthcoming batches are planned at Namakkal, Chengelpet, Vellore, Pondicherry, Thiruvannamalai etc.

As part of the Veritas Finance sponsored CSR programs, the Grand Entrepreneurship Challenge, STEM programs as well as training on LED lamps and tube lights were conducted during this month.

The Academy played host to various programs of the group entities- Women Entrepreneurs training and Project management training by HIH pillars and Varashakti Housing staff training.

We are in discussion with the MG school and CLEP teams for associating on various initiatives. Mobilisation for the next batch of Certificate Program in Housing Finance developed by the Academy for Varashakti Housing Finance (VSHF) is underway.

As new variants are being reported, I request all of you to follow COVID protocols and remain safe.

Happy reading and we look forward to your feedback.

**S Chandrasekar**  
Director

## This issue:

Message from our Director

**PAGE 01**

Training Outreach

**PAGE 02**

CPMM Course,  
Entrepreneurship challenge  
program,  
Technology Resource Centre,  
STEM Program

**PAGE 03**

Training on RBM,  
Training for VHF staff,  
Women of Excellence  
Awarded by SIDBI

**PAGE 04**

Field bytes,  
Inter-Collegiate Event,  
Corporate Bytes

**PAGE 05**

Motivational Buddies,  
Campus Live

**PAGE 06**

BFSI Sector updates.

**PAGE 07**



## Training outreach

**D**uring the month, the training team's focus has been largely on training on the BR.NET software application. Belstar Microfinance Limited is planning to pilot BR.NET, from 7th November 2022 in select branches, which is comprehensive Microfinance Banking application software for loan tracking mechanisms from origination to disbursement and collection.

In addition, the Regional Training Managers conducted regular ongoing programs such as Mentorship support to new joiners, common Induction, Role-based induction and ODT (Observation and Demonstration Training) programs.

The training team has conducted 124 training sessions covering 2804 man-days during the month.



## BR.NET training

**M**icrofinance institutions often face operational difficulties in new customer enrollment as well as retention of existing ones. The need of the hour is customized software with the capability to capture the entire loan portfolio data in one place from the initial village survey, loan origination and to the final disbursal stage.

Belstar Microfinance Limited (BML) has been scaling up very fast with a pan-India presence. To enhance the productivity and performance of the field staff, it is imperative to implement technology-oriented applications to fit MFI's requirements. BML plan to implement BR.NET a comprehensive loan tracking mechanism from origination to disbursement to enhance the operational efficiency of the field personnel. On-demand from BML, the Academy team developed a training module with the support of the Belstar IT team and commenced the training sessions.

S.No.	State	No. of participants
1	Bihar	63
2	Chhatishgarh	34
3	Gujarat	59
4	Karnataka	89
5	Kerala	83
6	Madhya Pradesh	82
7	Maharashtra	54
8	Odisha	42
9	Puducherry	51
10	Rajasthan	52
11	Tamil Nadu	1203
12	Uttar Pradesh	27
13	Uttarakhand	15
14	West Bengal	44
<b>Grand Total</b>		<b>1898</b>

# CPMM Courses

**C**ertificate Program in Microfinance Management (CPMM) course, batch 16, Vadalur completed its 45-day course by 31st October 2022 with a final evaluation. The Academy has started the placement process with Belstar HR team.

The 17th batch of the Certificate Program in Microfinance Management (CPMM) fully funded by NABARD was launched on August 29th, 2022. The second month of the course continued at the Academy during October'22. After completion of 2 weeks of classroom sessions at the Academy, the second phase of field training commenced on October 14th and continued up to 31st October 2022



## Entrepreneurship Challenge Program

**T**he Grand Entrepreneurship Challenge Program was launched at the Academy in August 2022 and till now 4 out of the 20 classroom sessions have been completed. 36 students are attending the program at Academy. The fourth session was conducted at the Academy on 16th October 2022. Inputs were given on methodology to develop an Innovative Idea. This is a fully funded program under CSR project of Veritas Finance.

## Technology Resource Centre

**T**he Academy is being supported by Veritas Finance under its CSR initiative to promote entrepreneurs in Green-Tech and Renewable Energy. In this regard, technology based Micro Entrepreneurship training programs are being conducted by the Academy for Rural Youth and Women on LED Lights Assembly. As a part of this initiative, a 3-day training program (Batch II) was conducted on “LED Bulbs and Tube lights assembly” from 18th to 20th October 2022 at Poondi, Thiruvallur district, concluded with a business coaching session on third day. 21 candidates sourced with help of HiH BLN Team, participated in the program, and further handholding of these beneficiaries will be done by Academy Team.

## STEM Program

**T**he Academy team conducted Science, Technology, Engineering & Mathematics (STEM) Training sessions at Government schools in Chengalpet District on 14th and 20th Oct 2022 under Veritas CSR project. STEM is a practical learning-based training intervention at Government Schools in Chengalpet District. Under this project, the students are given practical demonstration and hands on training on topics / subjects learnt by them theoretically in their text books along with several simulations based training interventions to develop problem solving skills and innovation mindset.



A three-day residential training programme on "Results Based Management" for the Senior Team members of three-day residential training programme on "Results Based Management" for the Senior Team members of Hand in Hand, India, was organized from 18th to 20th October 2022, at the HIH-Academy for Social Entrepreneurship. Ms. Shashi Sudhir, development consultant facilitated the training sessions along with Dr. Madhu Sharan, President -HIHI and Ms. Priyanka Dale, General Manager, HIHI.



The training aimed at deepening the understanding of the results chain, performance indicators and the progress measurement framework in relation to HIH's model of Job Creation. The entire programme was designed to provide a balanced mix of theory and practice on the issues related to the Results Framework. During the training, the team also practiced Results Framework using the live projects on Job Creation.

## Training for VHF staff

Varashakti Housing Finance Pvt. Ltd. led by its CEO Mr. Kalyanaraman A and his Senior Team members organized a highly interactive training session at HIH Academy for its Branch Managers, Branch Credit Managers, and vintage Business Executives. This training session was conducted on the 10th / 12th and 14th of October 2022 covering 82 participants with 10 Trainers.

This training session emphasized the importance of customer sourcing, understanding finance (on Branch Profitability), team building, people management, the importance of the collection, customer relationship management and problem-solving.

It was an eye-opener for all the participants as they learnt different ways and methods of sourcing, evaluation of the potential customer, the importance of finance in running the branch and team building. Participants had wished that in future more such activities should be conducted."



## Women of excellence awarded by SIDBI

Women Empowerment through Job Creation is one of the core goals of HiH India. We aim to create 10 million jobs by 2025 and are already halfway there. Empowerment is achieved by identifying the talent embedded in our rural women and upskilling this talent through various needs-based skill training. The women after the upskilling are supported with business development training which would enhance their knowledge and help them set up enterprises and thrive as entrepreneurs. At a recent business development training program held at the Academy, 70 Best Women Entrepreneurs were awarded excellence awards and certificates by the General Manager of Small Industries Development Bank of India.



Celebrating the best!



**M**r Abhishek Joseph, a graduate in BA English literature joined our certificate course in banking in 2017. During the course, we learnt that he was working in different sectors like BPO and in MSME units on a contract basis. On

hearing about the Certificate Course in Banking he joined our Academy in 2017. He had chosen his career path rightly and the first step towards achieving the same was enrolling for the course. On completion of the course, he joined Belstar and was posted as the Asst. Branch Manager of Thirukazhukkundram Branch for 3 months. After that, there was no looking back.



Identified as a BM material he was posted as the Branch Manager of Kunrathur and within 2 years, he won the Best Branch Manager Award in 2019 for having canvassed the maximum number of SHG accounts. During his tenure, the portfolio increased from Rs 5 crores to Rs 11 crores. This led to a branch split and the creation of a new branch at Pallavaram.

He was then posted as Branch Manager of the Padappai branch wherein he improved the OTR percentage above 90% and doubled the portfolio from Rs4 crores to Rs8 crores.

Presently he is posted as the **Regional Manager** of the Cholvaram Region where he is handling a portfolio of Rs41 crores with PAR at 3.4%.

*He is a star student of the Academy, and we are proud to claim that he is our Alumni.*



Compiled by J. Lalitha, Sr. Faculty

### Judge for the Inter-Collegiate Event

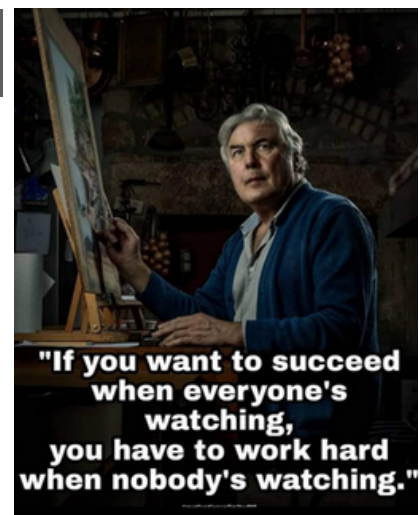
Mr. S Chandrasekar, Director, HIH Academy was invited as a Judge for the business plan competition as part of the Mega Inter-Collegiate Management Meet "MAGMA-2022" organized by Asan Institute of Management, Chennai.



## Corporate bytes

**DON'T  
WAIT FOR  
Opportunity.  
CREATE  
IT.**

Sometimes it does, but sometimes it doesn't. It might not come at the right time  
We might not recognize it  
We might not be ready for it  
When it eventually appears, we might not be interested in it anymore.



# Motivational Buddies.

Principle of  
**JUST LEAVE IT**  
( Worth Practicing)

- Try convincing a person once or twice. If he or she refuses to get convinced

**Just Leave it**

- When the children grow up and take their own decisions, do not impose

**Just Leave it**

- Your frequency doesn't match with everyone in life. If you can't connect with someone

**Just Leave it**

- After a certain age if someone criticises you don't get upset

**Just Leave it**

- When you realise that nothing is in your hands, stop worrying about others and the future

**Just Leave it**

- When the gap between your wish list and your capabilities increases, stop self expectations

**Just Leave it**

- Everyone's path of life, size of life, quality of life is different, so stop comparing

**Just Leave it**

- When life has given you such a wonderful treasure of experience, stop counting your daily earnings,

**Just Leave it**

- If this does NOT Appeal or Apply to You....

**Just Leave it**

## Campus live



## Customer protection 'guiding light' of revamped microfinance regulations, RBI



Customer protection is the 'guiding light' of the central bank's revamped microfinance regulations that came into effect in April, Reserve Bank of India's deputy governor M Rajeshwar Rao said.

Rao said that with the new regulations the RBI has moved from a rule-based approach to a principle-based one in order to expand the availability of credit to the last mile while improving transparency and competition to foster a healthy environment.

In his keynote address at the India Microfinance Review organised by industry body MFIN, the deputy governor said the measures were intended to ensure customer protection, which was the "guiding light while revamping the regulatory regime for the microfinance sector". RBI's revamped regulatory framework for microfinance institutions also relaxed norms for household income and repayment criteria to address the growing needs of borrowers.

For instance, the limit on maximum annual household income to avail credit from microfinance institutions was ₹1.25 lakh in rural areas, while in urban and semi-urban areas it was ₹2 lakh. This has now been increased to ₹3 lakh for all the three areas.

## Microfinance: 82% of the loan portfolio concentrated in 10 states

*Credit and finance for MSMEs: As on 30 June 2022, the total microfinance loan portfolio in the country stood at Rs 2.93 lakh crore, in which banks held the largest share of 38 per cent followed closely by non-banking financial company-microfinance institutions (NBFC-MFIs) at 35 per cent.*

In terms of regional distribution, the eastern and northeastern regions of the country have the largest share at 37 per cent followed by the south at 27 per cent and the west at 15 per cent. As on 30 June 2022, the total microfinance loan portfolio in the country stood at Rs 2.93 lakh crore, in which banks held the largest share of 38 per cent followed closely by non-banking financial company-microfinance institutions (NBFC-MFIs) at 35 per cent.

Small finance banks, other NBFCs and other entities had a combined share of 27 per cent

Taken together with the loan portfolio under Self Help Group (SHG)-bank linkage, the overall size of the microfinance loan portfolio is around Rs 4.82 lakh crore. RBI's SHG-bank linkage programme focuses on helping people with lower income access financial services. Rao, Deputy Governor, Reserve Bank of India, said the microfinance loan portfolio across all lenders is roughly 15 per cent of the aggregate NBFC credit from a macro perspective.

Importantly, the central bank in March this year had launched a revised regulatory framework for microfinance loans to remove the interest margin cap on lending rates for microfinance companies to bring them at par with other lenders including banks.

According to rating agency Crisil, this is one of the factors that will support a revival in the profitability of NBFC-MFIs this fiscal. Over the past two fiscals, the annual credit cost of NBFC-MFIs had shot up to around 4-5 per cent because of pandemic-related provisioning, versus around 1.5-2.0 per cent prior to that.

"Microfinance lenders with their high-touch models are best placed to handhold their customers for developing familiarity with technology which will enhance their awareness about the opportunities available to them," he said. This way, the lenders can go beyond a transactional arrangement of just meeting the credit needs of the borrower to a transformational relationship with the customers resulting in positive externalities in terms of the social benefits, he added.

Suggestions? Feedback?  
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