

REFLECTIONS: A GRASSROOT GAZETTE

Inside these walls a brighter tomorrow



Message from our Director

I have some heartening news to share with you all. Two of our CPMM Alumni-Gunasekaran and Suriya Prakash who joined as ABM and Ops Exec respectively, have been recently promoted as Regional Managers. We at the Academy take pride in their achievement and recognition.

The inaugural batch on Jute Products Training was successfully completed and it culminated with the valedictory event in the presence of the Marketing Head of National Jute Board. As part of market linkage, the team has booked a stall at the upcoming Jute Fair to be held in Chennai in Dec'23 to showcase their creations.

CPMM 24th batch which was partly subsidized through CSR funding concluded in this month and all the successful trainees were on-boarded by Belstar.

Tally Prime batch 8 is progressing well. Discussions are in final stages to commence 3 more batches simultaneously.

The inaugural batch from Indo American College- PG students from Micro-Biology stream took part in a 3-day internship program at the Academy with the support of HIH pillars.

The marketing team along with the support of Credit Plus team is busy with promotion and mobilization for various courses/programs.

The Academy's interactions with the colleges continued this month through MOU signing, conducting workshops, career counselling sessions and an online FDP on Entrepreneurship.

Discussions have moved to an advanced stage with a few leading NBFCs and a couple of well-known TN state sponsored Training Institutions for training programs and job placements and with a few corporates for staff training and CSR projects.

I am happy to see that the Academy was quite busy hosting several events for HIH pillars as well as Group entities.

Stay FIT. Stay HEALTHY. Stay HAPPY.

S. Chandrasekar

Director

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Training

Outreach

The Academy has continued to provide training services to the staff of Belstar Microfinance Limited. During October 2023, the focus has been mainly on the regular ongoing programs, such as the common induction program and role-based induction program. Four RTMs who joined the Academy in September 2023 have successfully been integrated into their assigned responsibilities. To enhance the productivity and performance of branch staff, the RTMs visited branches and provided onsite training support to the branch teams.

A total of 377 training sessions were conducted during the month, which covered 1925 participants and 2438 man-days.

Belstar staff training progress



S.No.	Topic	No. of sessions	No. of participants	Man-days
1	Common Induction training	308	3565	7130
2	Role based Induction training	328	3256	3256
3	Branch Refresher Training	529	4595	4595
4	Belstar Culture & Values Training	246	6383	6383
5	Code of Conduct Refresher Training	156	7235	7235
6	Leadership Program (Promoted staff)	32	249	249
7	Refresher training	13	286	286
8	Observation & Demonstration Training (ODT)	881	881	881
		2493	26450	30015

Jute bag training (National Jute Board funded) Valedictory function

Marking the successful culmination of the comprehensive Jute Bag training program, a Valedictory function was organized on October 25th, 2023, at HiH Academy. The function was conducted in the midst of Mr. T. Ayyappan, Head – Marketing, NJB, Kolkata. The participants shared their acquired skills in Jute Products production. The 49-day training program was held covering 3 modules; Module I Basics for 21 days, Module II Advance for 14 days and Module III Design for 14 days.

Dr. Y Joe, Head, Academy welcomed the gathering. Mr. G. Moses Samuel, CGM, Hand in Hand India briefed about the training and highlighted the importance of the program. Mr. S Chandrasekar, Director, of HIH Academy and Mr. Thangarajan, Regional Manager, Tamil Nadu Grama Bank, Kancheepuram felicitated the gathering. The chief guest of the program Mr. T. Ayyappan delivered the keynote address and distributed the certificates to all the 24 trainees.



3-day internship program



The students pursuing PG Microbiology & Biochemistry in Indo-American College, Cheyyar, attended a 3-day internship with Hand in Hand Academy from October 25th to 27th, 2023. On Day I an introductory session was held addressing Hand in Hand India's initiatives through five thematic areas transforming the rural villages and challenges of working in the non-profit sectors by the pillar experts.

On Day II, Dr. Krishna Kumar, VP, Hand in Hand India handled the Microbiology session covering key topics related to Medical Microbiology, while Dr. Joe, Head, HIH Academy handled the session on Industrial, Agri and Environmental Microbiology. Day III session was focussed on entrepreneurship. Overall, the 3-day internship left a positive impact on the students, enhancing their awareness on social issues and advances in their subject of specialization, equipping them to decide on future endeavors.

CPMM Batch 24

Certificate Program in Microfinance Management (CPMM) course, batch 24, was conducted at Academy between 16th August 2023 and 13th October 2023, and was supported by an NBFC under its Skill Development CSR project. The unique feature of this course is combining theory with practical exposure to field operations. Basic soft skills are included to make the students employable. After the completion of classroom sessions at the Academy, the field segment commenced from 25th September 2023 and ended on 12th October 2023.

The final evaluation and initiation of placement process by Belstar HR was conducted at the Academy on 13th October 2023. The qualified students were interviewed by Belstar RHR and selected for onboarding with Belstar as Sales officers.



Grand Entrepreneurship Challenge Program 1.5

The Academy team conducted two batches of Grand Entrepreneurship Challenge Program 1.5 at PT Lee CN College of Engineering and Technology from 18th to 20th Oct 2023 and at MCC Arts and Science College, Chennai from 26th to 27th Oct 2023.

Inputs were given to the students on – Intrapreneurship, Entrepreneurship process, Ideation, Business Model Canvas, Idea Presentation and Pitch Deck preparation and procedural Aspects of Company Registration. After the classroom sessions, the students are expected to form teams of 5 members, register firms, work on problem statements given during the classroom sessions, develop proof of concepts and present the PoC with Pitch Decks to the jury for cash rewards of Rs.20,000/-. 44 students from PT Lee CNCET and 24 students from MCC College attended the program.



Solar installation and servicing



SHG Enterprise & Skill Training Team in partnership with Redington has launched the first batch of a 6-day training program on "Solar Installation and Servicing". This inaugural batch consists of 15 participants from Kanchipuram, Tiruvallur, Tiruvannamalai, Dharmapuri, and Nagapattinam districts. It is part of an initiative to train a total of 150 young individuals in the field of solar technology.

The training commenced on 16th October 2023 at the Hand in Hand Academy with 13 youth shortlisted and coordinated by the SHG Enterprise & Skill training team. The Officials from Redington and the Hand in Hand India attended the inaugural function.

The comprehensive approach of the training enables the trainees to get hands-on skills in Solar Installation and servicing aims to empower and transform the lives of the participants also foster them with job creation and entrepreneurship in the sustainable energy sector.



Promotional activities

The Academy team is experimenting with various methods to mobilize students, such as direct field visits to meet with prospective students, participating in job melas, organizing “Career Guidance Sessions” for college students in and around Kanchipuram & Chennai colleges and encouraging the students to enroll in the various programs of Academy.

Forthcoming courses:

- 25th batch of Certificate Program in Microfinance Management (CPMM) at Krishnagiri as a satellite centre.
- 4th batch of Certificate Program in Housing Finance (CPHF) – in association with Varashakti Housing Finance Private Ltd.
- Tally Prime 3.0 course & Entrepreneurship Challenge program for college students.
- Marketing officer course in association with Sakthi Finance
- Cloud Career Guarantee Program (C2GP) in association with the CloudThat.

Hosting Events



(Clockwise from top left) – Performance excellence training VHF, Belstar quarterly review meeting, Induction training VHF, Belstar region staff monthly review meeting, Skill training on Solar Installation and servicing

Two promising individuals, Mr. Gunasekaran who completed his 6-month Microfinance course in 2018 and Mr. Suriya Prakash, who completed his 2-month Certificate Program in Microfinance Management in 2019 at Hand in Hand Academy have been recently promoted as Regional Managers at Belstar. Armed with a strong foundation in microfinance principles together with field exposure, they boarded on their professional journey with a solid knowledge base.



Gunasekaran's journey from a newspaper hawker while studying to become a Regional Manager at Belstar Microfinance is a testament to resilience and determination. A B.Com graduate hailing from Kanchipuram, he comes from a lower income family background, having faced a lot of hardships to go through his education. Before college hours he used to work as a newspaper hawker and assistant insurance agent.

After completed his course at the Academy, he was selected as a trainee ABM at Sadras branch, Chengalpet region. He demonstrated his skills in the collection and maintained a healthy PAR. Belstar recognized his contribution, and he has been elevated as Regional Manager for the Kaveripakkam region where he is handling a portfolio of ₹61 crores while managing 6 branches. His commitment to work for the organization led him to this leadership position in the growing microfinance sector.



Suriya Prakash, a BBA degree holder joined a private company on a contractual basis. On hearing about our CPMM course he joined our CPMM Batch 3 in 2019. 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 an Operations Executive at Vanur branch Tindivanam Region. He consistently exceeded performance expectations and demonstrated his skills in disbursement and expand the business.

Recognizing his potential, Belstar has promoted him as Regional Manager Buffer in Chengalpattu Zone from 1st October 2023. Another example of how Hand in Hand Academy's CPMM program, coupled with the good performance and growth opportunities is making a meaningful impact in the field of Microfinance.

We are proud to claim both Gunasekaran and Suriyaprakash as our Alumni. ***Congratulations and Best Wishes.***

Motivational buddies

An old man meets a young man who asks: "Do you remember me?"

And the old man says no. Then the young man tells him he was his student, And the teacher asks:

"What do you do, what do you do in life?"

The young man answers:

"Well, I became a teacher."

"ah, how good, like me?" Asks the old man.

"Well, yes. In fact, I became a teacher because you inspired me to be like you."

The old man, curious, asks the young man at what time he decided to become a teacher. And the young an tells him the following story:

"One day, a friend of mine, also a student, came in with a nice new watch, and I decided I wanted it.

I stole it, I took it out of his pocket.

Shortly after, my friend noticed that his watch was missing and immediately complained to our teacher, who was you.

Then you addressed the class saying, 'This student's watch was stolen during classes today. Whoever stole it, please return it.'

I didn't give it back because I didn't want to.

You closed the door and told us all to stand up and form a circle.

You were going to search our pockets one by one until the watch was found.

However, you told us to close our eyes, because you would only look for his watch if we all had our eyes closed.

We did as instructed.

You went from pocket to pocket, and when you went through my pocket, you found the watch and took it. You kept searching everyone's pockets, and when you were done you said 'open your eyes. We have the watch.'

You didn't tell on me and you never mentioned the episode. You never said who stole the watch either. That day you saved my dignity forever. It was the most shameful day of my life.

But this is also the day I decided not to become a thief, a bad person, etc. You never said anything, nor did you even scold me or take me aside to give me a moral lesson.

I received your message clearly.

Thanks to you, I understood what a real educator needs to do.

Do you remember this episode, professor?

The old professor answered, 'Yes, I remember the situation with the stolen watch, which I was looking for in everyone's pocket. I didn't remember you, because I also closed my eyes while looking.'

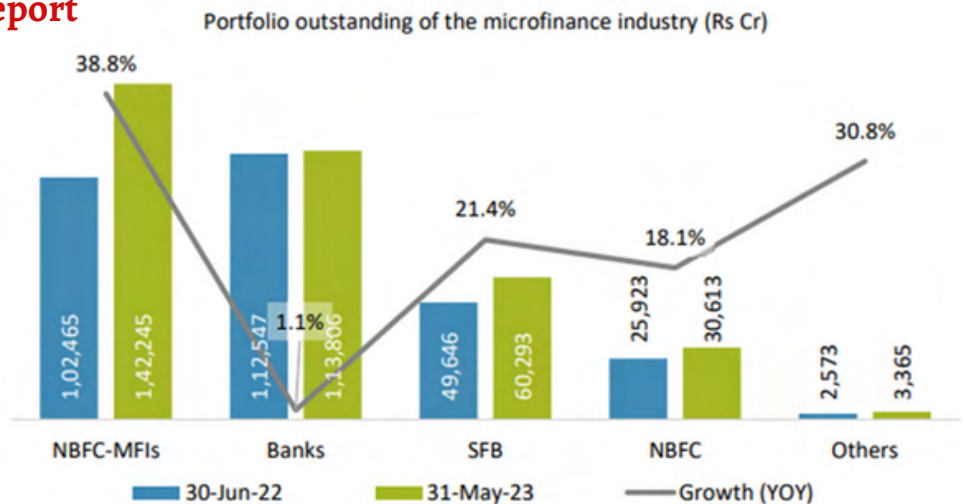
This is the essence of teaching:

If to correct you must humiliate; you don't know how to teach."

BFSI Sector updates



NBFC-MFI Financed Rs 1.4 Lakh Cr Loan In Micro-Credit Space: Report



Microfinance Sector Remains Underserved Despite Potential Demand: Report

The estimated loan portfolio of the microfinance sector will clock in the current financial year and will cover just 30 per cent of the computed potential demand of the market it is servicing, according to a report tabled by the Microfinance Industry Network (MFIN).

The body's projection for the loan portfolio size in the current fiscal is Rs 3.94 lakh crore, while its estimate of potential demand for the year is Rs 13 lakh.

It calculates the potential demand in the market by multiplying the number of households earning less than Rs 3 lakh per annum with the average loan outstanding per borrower. In its estimation, this year there are 20.83 crore households in the target bracket and the average loan outstanding per unique borrower is Rs 54,797.

MFIN has projected the loan portfolio for FY23 at Rs 3.35 lakh crore, against a potential demand of Rs 11.42 lakh crore. However, the industry closed the year with a loan portfolio tad higher at Rs 3.48 lakh crore, marking a 22 per cent growth over the previous year.

A large swathe of India's population falls under the low income group, denying them access to financial services such as safe and institutionalised credit. This includes small businesses and self-help groups.

NBFC-MFIs are the largest provider of micro-credit amongst other regulated entities, a recent report by Microfinance Industry Network (MFIN), an umbrella body of microfinance institutions (MFIs) of the country revealed.



Consumer loans may get expensive as RBI hikes risk weight by 25%

This excludes housing loans, education loans, vehicle loans, loans secured by gold and gold jewellery, and microfinance loans

The Reserve Bank of India raised the risk weights on consumer credit exposure of commercial banks and non-banking financial companies including personal loans by 25 percentage points to 125%.

This excludes housing loans, education loans, vehicle loans, loans secured by gold and gold jewellery, and microfinance loans. The new risk weights will be applicable to outstanding as well as new loans.

Loan exposures of commercial banks and NBFCs generally attract a risk weight of 100%.

This comes weeks after RBI governor Shaktikanta Das flagged the high growth in consumer credit and increasing dependency of NBFCs on bank borrowings. Das had advised banks to strengthen their internal surveillance mechanisms, address the build-up of risks.

A hike in risk weight means that banks and NBFCs will have to set aside a higher amount of capital for these loans, thus raising the cost of capital.

"As per extant instructions, credit card receivables of scheduled commercial banks (SCBs) attract a risk weight of 125% while that of NBFCs attract a risk weight of 100%. On a review, it has been decided to increase the risk weights on such exposures by 25 percentage points to 150% and 125% for SCBs and NBFCs respectively," the banking regulator says in a press release.

On strengthening credit standards, the RBI says that regulated entities shall review their extant sectoral exposure limits for consumer credit and put in place board approved limits in respect of various segments under consumer credit. "In particular, limits shall be prescribed for all unsecured consumer credit exposures. The limits so fixed shall be strictly adhered to and monitored on an ongoing basis by the Risk Management Committee," the RBI says.

Suggestions? Feedback?
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