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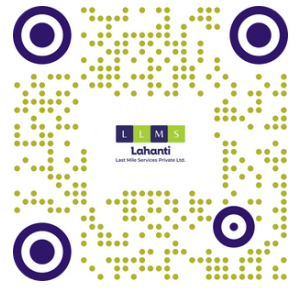
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Amrutha Dhara

Quarterly Newsletter

Issue XI - June 2024





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Esaf Bank MD elected as Chairman of Sa-Dhan

BY OUR BUREAU

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MD and CEO of ESAF Small Finance Bank, K. Paul Thomas has been elected as the Chairman of Sa-Dhan, the largest association of community development finance institutions in India. The announcement was made at the 22nd Annual General Meeting of Sa-Dhan on 21 June 2024.



ESAF facilitation centre at world famous Thrissur pooram festival on 19 April 2024



A leading publishing group - Solar Quarter- conferred upon ESAF SMALL FINANCE BANK, the award on Sustainability Leadership in April 2024

ESAF Small Finance Bank opens new Corporate Office Annex in Mumbai on 22 May 2024. The office was inaugurated by RBI Director Shri. Satish K Marathe. Inaugural function was presided over by Shri. K. Paul Thomas, MD & CEO, ESAF Bank. NABARD Chairman Shri. Shaji K V was the guest of honour.

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LAHANTI PUBLIC SCHOOL NONIHAT, DUMKA, JHARKHAND PROUDLY ANNOUNCES

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नैतिक व्यावसायिक आचरण

नैतिक व्यावसायिक आचरण सही व्यावसायिक लेन-देन में अधिक जवाबदेही और पारदर्शिता का मार्ग प्रशस्त करती है। शाखा स्तर पर निम्नलिखित पहलुओं पर ध्यान दिया जाना चाहिए।

- 01 ग्राहकों से लिए गए कलेक्शन की रसीद उचित रूप से प्रदान की जानी चाहिए और केवल संबंधित खातों में ही जमा की जानी चाहिए।
- 02 रसीदें जारी करते समय, एक कार्बन कॉपी सुरक्षित रखनी चाहिए और मूल और डुप्लिकेट रसीदों में अंकगणित के बीच कोई फेरन नहीं होना चाहिए।
- 03 प्रयोग की जा चुकी रसीद पुस्तकें तुरंत जारीकर्ता अधिकारी को सौंप दी जानी चाहिए।
- 04 ओडी/एनपीए का विवरण करने के लिए एक राकम से जमा किराओं को अन्य खातों के खातों में जमा कर देना एक गलत प्रथा है जिसके लिए सख्त अनुशासनिक कार्रवाई की जा सकती है।
- 05 विना किरा प्रदान किये देन में प्रतिदिन करना दुरुपयोग के समान है।
- 06 टेबल को प्रयोग परावरण से सुरक्षित किया जाना चाहिए, और किसी भी परिस्थिति में व्यक्तिगत को दूसरों को अपने टेबल का उपयोग करने की अनुमति नहीं देनी चाहिए।
- 07 टेबल से प्राप्त धन के साथ या उसके बिना उनकी सेवा से लाभ उठाना एक गलत प्रथा है, भले ही उनके लेन की किस्तें नियमित रूप से जमा की जाती हों।

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Ethical Business Practices

Ethical business practices paves way for greater accountability and transparency in all business transactions. Below aspects to be taken care at the branch level.

- 01 Collection taken from customers should be receipted appropriately and remitted to the concerned accounts only.
- 02 While issuing receipts, one should ensure a carbon copy and there should not be any mismatch between the figures in the original and duplicate receipts.
- 03 Used receipt books should be handed over to the issuing authority promptly.
- 04 Collecting money from a customer & remitting the money into the account of other customers to settle OD/NPA is a misconduct inviting strict disciplinary action.
- 05 Making tab entries without collecting money amounts to misappropriation.
- 06 Tablets must always be password-protected, and under no circumstances should individuals allow others to use their tablet.
- 07 Benefiting from the loan proceeds of customers, with or without their knowledge, is a misconduct even if instalments are remitted on their behalf regularly.

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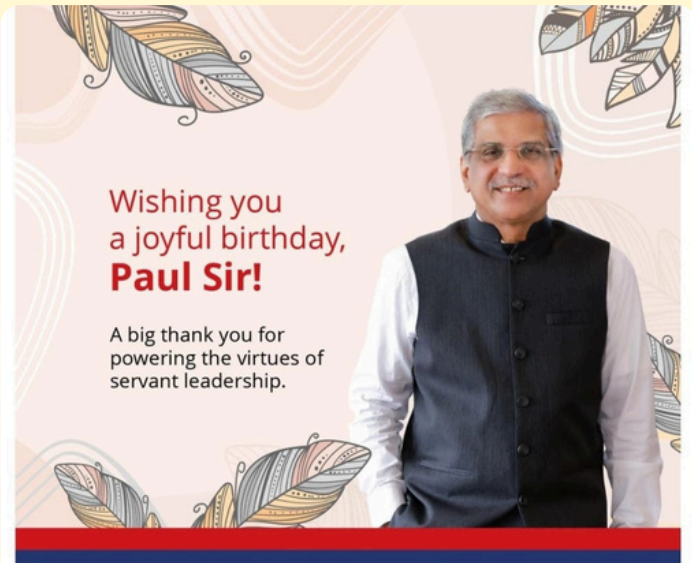
नैतिक व्यावसायिक आचरण

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LLMS greets Shri. K Paul Thomas on the occasion of his 61st birthday



Celebration of Birthday of Mr. Christudas Karayil Victor, Director, LLMS



Management Talk

Mohanachandran K R, Managing Director & CEO

Know Your Customer AND Trust But Verify

Popularly known as KYC, 'Know Your Customer' is critically important, not only in banking and microfinance, but also in other types of business. In the strict sense of it, KYC, as used commonly in banking, is identification of the customer based on certain officially valid documents and personal visits. The four basic tenets that banks and financial institutions look at when setting up their KYC programs are -

1. Customer acceptance policies and procedures,
2. Customer identification program,
3. Customer due diligence,
4. Risk management and ongoing monitoring.

The KYC process is not complete at any point of time, because the customer needs to be under regular monitoring, as long as the business relationship continues.

From micro-lending point of view, KYC becomes all the more important, as the money lent is not secured by any tangible assets. 'Trust' is the only security in micro-lending. Trust the customer, but do the other part of it continuously – verification. The four processes of KYC help micro-lenders to create and maintain a healthy loan portfolio. Customer acceptance policies and procedures prepared and circulated by Head Office must be the basis for customer selection and onboarding.

The types of people whom we can select and accept as our customers are determined by the criteria fixed for selection of customers for lending. Trust them, on the basis of the officially valid documents, but verify on the basis of the Customer identification program. House Verification and Group Recognition Test are part of the customer identification program. Conducting necessary enquiries and checking with other customers, etc. are part of the KYC process.

Customer due diligence is the process which should also be undertaken on a continuing basis. Beginning from the time of customer selection, due diligence must continue till the loan is finally closed. Centre Group Training helps us to understand the customer well and to continue the due diligence by timely and regular visit to the Centers. Visits to the Centers on a continuous basis, interactions with the Center members, Center Leader and even neighbours will help us to carry out customer due diligence on an ongoing basis.

The fourth stage - Risk management and ongoing monitoring – can also be possible only by regular visits to the Centers and customers, discussions and meetings. Overdue risk, customer migration risk, loan misuse risk, ringleader risk, fraud risk etc. can be managed, only by continuous visits and frequent interactions with the Center members.

In short, the four fundamental principles of KYC, are highly significant for microfinance. The basic methods of microfinance – HV, GRT, CGT – etc. are based upon the four strong principles of KYC.

KNOW YOUR CUSTOMER at every stage of microfinance – sourcing to closing, so that our loan portfolio will be stable and healthy.

Branch staff, Area Managers and Regional Heads should carry the four principles of KYC in their mind and accept them as guiding principles of microfinance.

TRUST BUT VERIFY – Our customers are good, but continuous visit and verification are our responsibility. KYC and TBV help us to create, develop and maintain a very strong and healthy loan portfolio.

Management Talk

Mohanachandran K R, Managing Director & CEO

अपने ग्राहक को जानें और विश्वास करें लेकिन सत्यापित करें

अपने ग्राहक को जानें और भरोसा करें लेकिन सत्यापित करें केवाईसी के रूप में लोकप्रिय, 'अपने ग्राहक को जानें' न केवल बैंकिंग और माइक्रोफाइनेंस में, बल्कि अन्य प्रकार के व्यवसाय में भी महत्वपूर्ण है। इसके सख्त अर्थ में, केवाईसी, जैसा कि बैंकिंग में आमतौर पर उपयोग किया जाता है, कुछ आधिकारिक रूप से वैध दस्तावेजों और व्यक्तिगत यात्राओं के आधार पर ग्राहक की पहचान है। चार बुनियादी सिद्धांत जो बैंक और वित्तीय संस्थान अपने केवाईसी कार्यक्रम स्थापित करते समय देखते हैं -

1. ग्राहकस्वीकृति नीतियाँ और प्रक्रियाएँ,
2. ग्राहकपहचान कार्यक्रम,
3. ग्राहकका उचित परिश्रम,
4. जोखिमप्रबंधन और निरंतर निगरानी।

केवाईसी प्रक्रिया किसी भी समय पूरी नहीं होती है, क्योंकि ग्राहक को नियमित निगरानी में रखने की आवश्यकता होती है, जब तक कि व्यावसायिक संबंध जारी रहता है। माइक्रो-लेंडिंग के दृष्टिकोण से, केवाईसी और भी महत्वपूर्ण हो जाता है, क्योंकि उधार दिया गया पैसा किसी भी मूर्त संपत्ति द्वारा सुरक्षित नहीं होता है। माइक्रो-लेंडिंग में 'विश्वास' ही एकमात्र सुरक्षा है। ग्राहक पर भरोसा करें, लेकिन इसका दूसरा हिस्सा - सत्यापन लगातार करते रहें। केवाईसी की चार प्रक्रियाएं सूक्ष्म ऋणदाताओं को एक स्वस्थ ऋण पोर्टफोलियो बनाने और बनाए रखने में मदद करती हैं। हेड ऑफिस द्वारा तैयार और प्रसारित ग्राहक स्वीकृति नीतियाँ और प्रक्रियाएं ग्राहक चयन और ऑनबोर्डिंग का आधार होनी चाहिए। हम किस प्रकार के लोगों को अपने ग्राहक के रूप में चुन सकते हैं और स्वीकार कर सकते हैं, यह ऋण देने के लिए ग्राहकों के चयन के लिए तय किए गए मानदंडों द्वारा निर्धारित किया जाता है। आधिकारिक रूप से वैध दस्तावेजों के आधार पर उन पर भरोसा करें, लेकिन ग्राहक पहचान कार्यक्रम के आधार पर सत्यापन करें। हाउस वेरिफिकेशन और ग्रुप रिकग्निशन टेस्ट ग्राहक पहचान कार्यक्रम का हिस्सा हैं। आवश्यक पूछताछ करना और अन्य ग्राहकों से जाँच करना आदि केवाईसी प्रक्रिया का हिस्सा हैं। ग्राहक की उचित जांच एक ऐसी प्रक्रिया है जिसे निरंतर आधार पर भी किया जाना चाहिए। ग्राहक के चयन के समय से शुरू होकर, ऋण के अंतिम रूप से बंद होने तक उचित जांच जारी रखनी चाहिए। सेंटर ग्रुप ट्रेनिंग हमें ग्राहक को अच्छी तरह से समझने और केंद्रों पर समय पर और नियमित रूप से जाकर उचित जांच जारी रखने में मदद करती है। निरंतर आधार पर केंद्रों का दौरा, केंद्र के सदस्यों, केंद्र नेता और यहां तक कि पड़ोसियों के साथ बातचीत हमें निरंतर आधार पर ग्राहक की उचित जांच करने में मदद करेगी। चौथा चरण - जोखिम प्रबंधन और निरंतर निगरानी - भी केंद्रों और ग्राहकों के नियमित दौरे, चर्चा और बैठकों से ही संभव हो सकता है। अतिदेय जोखिम, ग्राहक स्थानांतरण जोखिम, ऋण दुरुपयोग जोखिम, रिंग लीडर जोखिम, धोखाधड़ी जोखिम आदि को केवल निरंतर दौरे और केंद्र के सदस्यों के साथ लगातार बातचीत करके ही प्रबंधित किया जा सकता है। संक्षेप में, केवाईसी के चार मूलभूत सिद्धांत माइक्रोफाइनेंस के लिए अत्यधिक महत्वपूर्ण हैं। माइक्रोफाइनेंस की बुनियादी विधियाँ - एचवी, जीआरटी, सीजीटी - आदि केवाईसी के चार मजबूत सिद्धांतों पर आधारित हैं। माइक्रोफाइनेंस के हर चरण में अपने ग्राहक को जानें - सोर्सिंग से लेकर क्लोजिंग तक, ताकि हमारा ऋण पोर्टफोलियो स्थिर और स्वस्थ रहे। शाखा कर्मचारियों, क्षेत्र प्रबंधकों और क्षेत्रीय प्रमुखों को केवाईसी के चार सिद्धांतों को अपने दिमाग में रखना चाहिए और उन्हें माइक्रोफाइनेंस के मार्गदर्शक सिद्धांतों के रूप में स्वीकार करना चाहिए। विश्वास करें लेकिन सत्यापित करें - हमारे ग्राहक अच्छे हैं, लेकिन निरंतर दौरा और सत्यापन हमारी जिम्मेदारी है। केवाईसी और टीबीवी हमें एक बहुत मजबूत और स्वस्थ ऋण पोर्टफोलियो बनाने, विकसित करने और बनाए रखने में मदद करते हैं।

Management Talk

Mohanachandran K R, Managing Director & CEO

ನಿಮ್ಮ ಗ್ರಾಹಕ ಮತ್ತು ನಂಬಿಕೆಯನ್ನು ತಿಳಿದುಕೊಳ್ಳಿ, ಆದರೆ ಪರಿಶೀಲಿಸಿ

ನಿಮ್ಮ ಗ್ರಾಹಕ ಮತ್ತು ನಂಬಿಕೆಯನ್ನು ತಿಳಿದುಕೊಳ್ಳಿ, ಆದರೆ ಪರಿಶೀಲಿಸಿ KYC ಎಂದು ಜನಪ್ರಿಯವಾಗಿ ಕರೆಯಲ್ಪಡುವ, 'ನಿಮ್ಮ ಗ್ರಾಹಕರನ್ನು ತಿಳಿದುಕೊಳ್ಳಿ' ಬ್ಯಾಂಕಿಂಗ್ ಮತ್ತು ಮೈಕ್ರೋಫೈನಾನ್ಸ್‌ನಲ್ಲಿ ಮಾತ್ರವಲ್ಲದೆ ಇತರ ರೀತಿಯ ವ್ಯವಹಾರಗಳಲ್ಲಿಯೂ ಸಹ ವಿಮರ್ಶಾತ್ಮಕವಾಗಿ ಮುಖ್ಯವಾಗಿದೆ. ಇದರ ಕಟ್ಟುನಿಟ್ಟಾದ ಅರ್ಥದಲ್ಲಿ, KYC, ಬ್ಯಾಂಕಿಂಗ್‌ನಲ್ಲಿ ಸಾಮಾನ್ಯವಾಗಿ ಬಳಸುವಂತೆ, ಕೆಲವು ಅಧಿಕೃತವಾಗಿ ಮಾನ್ಯವಾದ ದಾಖಲೆಗಳು ಮತ್ತು ವೈಯಕ್ತಿಕ ಭೇಟಿಗಳ ಆಧಾರದ ಮೇಲೆ ಗ್ರಾಹಕರನ್ನು ಗುರುತಿಸುವುದು. ತಮ್ಮ KYC ಕಾರ್ಯಕ್ರಮಗಳನ್ನು ಹೊಂದಿಸುವಾಗ ಬ್ಯಾಂಕುಗಳು ಮತ್ತು ಹಣಕಾಸು ಸಂಸ್ಥೆಗಳು ನೋಡುವ ನಾಲ್ಕು ಮೂಲಭೂತ ತತ್ವಗಳು -

1. ಗ್ರಾಹಕ ಸ್ವೀಕಾರ ನೀತಿಗಳು ಮತ್ತು ಕಾರ್ಯವಿಧಾನಗಳು,
2. ಗ್ರಾಹಕ ಗುರುತಿನ ಕಾರ್ಯಕ್ರಮ,
3. ಗ್ರಾಹಕ ಕಾರಣ ಶ್ರದ್ಧೆ,
4. ಅಪಾಯ ನಿರ್ವಹಣೆ ಮತ್ತು ನಡೆಯುತ್ತಿರುವ ಮೇಲ್ವಿಚಾರಣೆ.

KYC ಪ್ರಕ್ರಿಯೆಯು ಯಾವುದೇ ಸಮಯದಲ್ಲಿ ಪೂರ್ಣಗೊಳ್ಳುವುದಿಲ್ಲ, ಏಕೆಂದರೆ ವ್ಯಾಪಾರ ಸಂಬಂಧವು ಮುಂದುವರಿಯುವವರೆಗೆ ಗ್ರಾಹಕರು ನಿಯಮಿತ ಮೇಲ್ವಿಚಾರಣೆಯಲ್ಲಿರಬೇಕು. ಮೈಕ್ರೋ-ಲೆಂಡಿಂಗ್ ದೃಷ್ಟಿಕೋನದಿಂದ, KYC ಹೆಚ್ಚು ಮುಖ್ಯವಾಗುತ್ತದೆ, ಏಕೆಂದರೆ ಸಾಲ ನೀಡಿದ ಹಣವನ್ನು ಯಾವುದೇ ಸ್ಪಷ್ಟವಾದ ಸ್ವತ್ತುಗಳಿಂದ ಸುರಕ್ಷಿತಗೊಳಿಸಲಾಗಿಲ್ಲ. ಕಿರುಸಾಲ ನೀಡಿಕೆಯಲ್ಲಿ 'ಟ್ರಸ್ಟ್' ಮಾತ್ರ ಭದ್ರತೆ. ಗ್ರಾಹಕರನ್ನು ನಂಬಿರಿ, ಆದರೆ ಅದರ ಇತರ ಭಾಗವನ್ನು ನಿರಂತರವಾಗಿ ಮಾಡಿ - ಪರಿಶೀಲನೆ. KYC ಯ ನಾಲ್ಕು ಪ್ರಕ್ರಿಯೆಗಳು ಮೈಕ್ರೋ-ಲೆಂಡರ್‌ಗಳಿಗೆ ಆರೋಗ್ಯಕರ ಲೋನ್ ಪೋರ್ಟ್‌ಫೋಲಿಯೋವನ್ನು ರಚಿಸಲು ಮತ್ತು ನಿರ್ವಹಿಸಲು ಸಹಾಯ ಮಾಡುತ್ತದೆ. ಗ್ರಾಹಕರ ಸ್ವೀಕಾರ ನೀತಿಗಳು ಮತ್ತು ಪ್ರಧಾನ ಕಛೇರಿಯಿಂದ ತಯಾರಿಸಲ್ಪಟ್ಟ ಮತ್ತು ಪ್ರಸಾರವಾದ ಕಾರ್ಯವಿಧಾನಗಳು ಗ್ರಾಹಕರ ಆಯ್ಕೆ ಮತ್ತು ಆನ್‌ಬೋರ್ಡಿಂಗ್‌ಗೆ ಆಧಾರವಾಗಿರಬೇಕು. ನಮ್ಮ ಗ್ರಾಹಕರಂತೆ ನಾವು ಆಯ್ಕೆಮಾಡಬಹುದಾದ ಮತ್ತು ಸ್ವೀಕರಿಸಬಹುದಾದ ಜನರ ಪ್ರಕಾರಗಳನ್ನು ಸಾಲ ನೀಡಲು ಗ್ರಾಹಕರ ಆಯ್ಕೆಗೆ ನಿಗದಿಪಡಿಸಿದ ಮಾನದಂಡಗಳಿಂದ ನಿರ್ಧರಿಸಲಾಗುತ್ತದೆ. ಅಧಿಕೃತವಾಗಿ ಮಾನ್ಯವಾದ ದಾಖಲೆಗಳ ಆಧಾರದ ಮೇಲೆ ಅವರನ್ನು ನಂಬಿರಿ, ಆದರೆ ಗ್ರಾಹಕರ ಗುರುತಿನ ಕಾರ್ಯಕ್ರಮದ ಆಧಾರದ ಮೇಲೆ ಪರಿಶೀಲಿಸಿ. ಮನೆ ಪರಿಶೀಲನೆ ಮತ್ತು ಗುಂಪು ಗುರುತಿಸುವಿಕೆ ಪರಿಶೀಲನೆ ಗ್ರಾಹಕರ ಗುರುತಿನ ಕಾರ್ಯಕ್ರಮದ ಭಾಗವಾಗಿದೆ. ಅಗತ್ಯ ವಿಚಾರಣೆಗಳನ್ನು ನಡೆಸುವುದು ಮತ್ತು ಇತರ ಗ್ರಾಹಕರೊಂದಿಗೆ ಪರಿಶೀಲಿಸುವುದು ಇತ್ಯಾದಿಗಳು KYC ಪ್ರಕ್ರಿಯೆಯ ಭಾಗವಾಗಿದೆ. ಗ್ರಾಹಕರ ಕಾರಣ ಶ್ರದ್ಧೆಯು ನಿರಂತರ ಆಧಾರದ ಮೇಲೆ ಕೈಗೊಳ್ಳಬೇಕಾದ ಪ್ರಕ್ರಿಯೆಯಾಗಿದೆ. ಗ್ರಾಹಕರ ಆಯ್ಕೆಯ ಸಮಯದಿಂದ ಆರಂಭವಾಗಿ, ಸಾಲವನ್ನು ಅಂತಿಮವಾಗಿ ಮುಚ್ಚುವವರೆಗೆ ಜಾಗರೂಕತೆಯಿಂದ ಮುಂದುವರಿಯಬೇಕು. ಕೇಂದ್ರ ಗುಂಪು ತರಬೇತಿಯು ಗ್ರಾಹಕರನ್ನು ಚೆನ್ನಾಗಿ ಅರ್ಥಮಾಡಿಕೊಳ್ಳಲು ಮತ್ತು ಕೇಂದ್ರಗಳಿಗೆ ಸಮಯೋಚಿತ ಮತ್ತು ನಿಯಮಿತ ಭೇಟಿಯ ಮೂಲಕ ಸರಿಯಾದ ಶ್ರದ್ಧೆಯನ್ನು ಮುಂದುವರಿಸಲು ನಮಗೆ ಸಹಾಯ ಮಾಡುತ್ತದೆ. ನಿರಂತರ ಆಧಾರದ ಮೇಲೆ ಕೇಂದ್ರಗಳಿಗೆ ಭೇಟಿ ನೀಡುವುದು, ಕೇಂದ್ರದ ಸದಸ್ಯರು, ಕೇಂದ್ರದ ಮುಖ್ಯಸ್ಥರು ಮತ್ತು ನೆರೆಹೊರೆಯವರೊಂದಿಗೆ ಸಂವಾದಗಳು ನಿರಂತರ ಆಧಾರದ ಮೇಲೆ ಗ್ರಾಹಕರ ಕಾರಣ ಶ್ರದ್ಧೆಯನ್ನು ಕೈಗೊಳ್ಳಲು ನಮಗೆ ಸಹಾಯ ಮಾಡುತ್ತದೆ. ನಾಲ್ಕನೇ ಹಂತ - ಅಪಾಯ ನಿರ್ವಹಣೆ ಮತ್ತು ನಡೆಯುತ್ತಿರುವ ಮೇಲ್ವಿಚಾರಣೆ - ಕೇಂದ್ರಗಳು ಮತ್ತು ಗ್ರಾಹಕರಿಗೆ ನಿಯಮಿತ ಭೇಟಿಗಳು, ಚರ್ಚೆಗಳು ಮತ್ತು ಸಭೆಗಳಿಂದ ಮಾತ್ರ ಸಾಧ್ಯ. ಮಿತಿಮೀರಿದ ಅಪಾಯ, ಗ್ರಾಹಕರ ವಲಸೆ ಅಪಾಯ, ಸಾಲದ ದುರುಪಯೋಗದ ಅಪಾಯ, ರಿಂಗ್ ಲೀಡರ್ ಅಪಾಯ, ವಂಚನೆಯ ಅಪಾಯ ಇತ್ಯಾದಿಗಳನ್ನು ನಿರಂತರವಾಗಿ ಭೇಟಿಗಳು ಮತ್ತು ಕೇಂದ್ರದ ಸದಸ್ಯರೊಂದಿಗೆ ಆಗಾಗ್ಗೆ ಸಂವಾದಗಳಿಂದ ಮಾತ್ರ ನಿರ್ವಹಿಸಬಹುದು. ಸಂಕ್ಷಿಪ್ತವಾಗಿ ಹೇಳುವುದಾದರೆ, KYC ಯ ನಾಲ್ಕು ಮೂಲಭೂತ ತತ್ವಗಳು ಮೈಕ್ರೋಫೈನಾನ್ಸ್‌ಗೆ ಹೆಚ್ಚು ಮಹತ್ವದ್ದಾಗಿದೆ. ಮೈಕ್ರೋಫೈನಾನ್ಸ್‌ನ ಮೂಲ ವಿಧಾನಗಳು - HV, GRT, CGT - ಇತ್ಯಾದಿಗಳು KYC ಯ ನಾಲ್ಕು ಬಲವಾದ ತತ್ವಗಳನ್ನು ಆಧರಿಸಿವೆ. ಮೈಕ್ರೋಫೈನಾನ್ಸ್‌ನ ಪ್ರತಿಯೊಂದು ಹಂತದಲ್ಲೂ ನಿಮ್ಮ ಗ್ರಾಹಕರನ್ನು ತಿಳಿದುಕೊಳ್ಳಿ - ಮುಚ್ಚುವಿಕೆಗೆ ಸೋರ್ಸಿಂಗ್, ಇದರಿಂದ ನಮ್ಮ ಲೋನ್ ಪೋರ್ಟ್‌ಫೋಲಿಯೋ ಸ್ಥಿರವಾಗಿರುತ್ತದೆ ಮತ್ತು ಆರೋಗ್ಯಕರವಾಗಿರುತ್ತದೆ. ಶಾಖೆಯ ಸಿಬ್ಬಂದಿ, ಏರಿಯಾ ಮ್ಯಾನೇಜರ್‌ಗಳು ಮತ್ತು ಪ್ರಾದೇಶಿಕ ಮುಖ್ಯಸ್ಥರು ತಮ್ಮ ಮನಸ್ಸಿನಲ್ಲಿ KYC ಯ ನಾಲ್ಕು ತತ್ವಗಳನ್ನು ಹೊಂದಿರಬೇಕು ಮತ್ತು ಅವುಗಳನ್ನು ಮೈಕ್ರೋಫೈನಾನ್ಸ್‌ನ ಮಾರ್ಗದರ್ಶಿ ತತ್ವಗಳಾಗಿ ಸ್ವೀಕರಿಸಬೇಕು. ನಂಬಿ ಆದರೆ ಪರಿಶೀಲಿಸಿ - ನಮ್ಮ ಗ್ರಾಹಕರು ಒಳ್ಳೆಯವರು, ಆದರೆ ನಿರಂತರ ಭೇಟಿ ಮತ್ತು ಪರಿಶೀಲನೆ ನಮ್ಮ ಜವಾಬ್ದಾರಿಯಾಗಿದೆ. KYC ಮತ್ತು TBV ನಮಗೆ ಅತ್ಯಂತ ಬಲವಾದ ಮತ್ತು ಆರೋಗ್ಯಕರ ಸಾಲದ ಪೋರ್ಟ್‌ಫೋಲಿಯೋವನ್ನು ರಚಿಸಲು, ಅಭಿವೃದ್ಧಿಪಡಿಸಲು ಮತ್ತು ನಿರ್ವಹಿಸಲು ಸಹಾಯ ಮಾಡುತ್ತದೆ.

Interactions

May 2024



MD & CEO's visit to Mysore, 20th May 2024



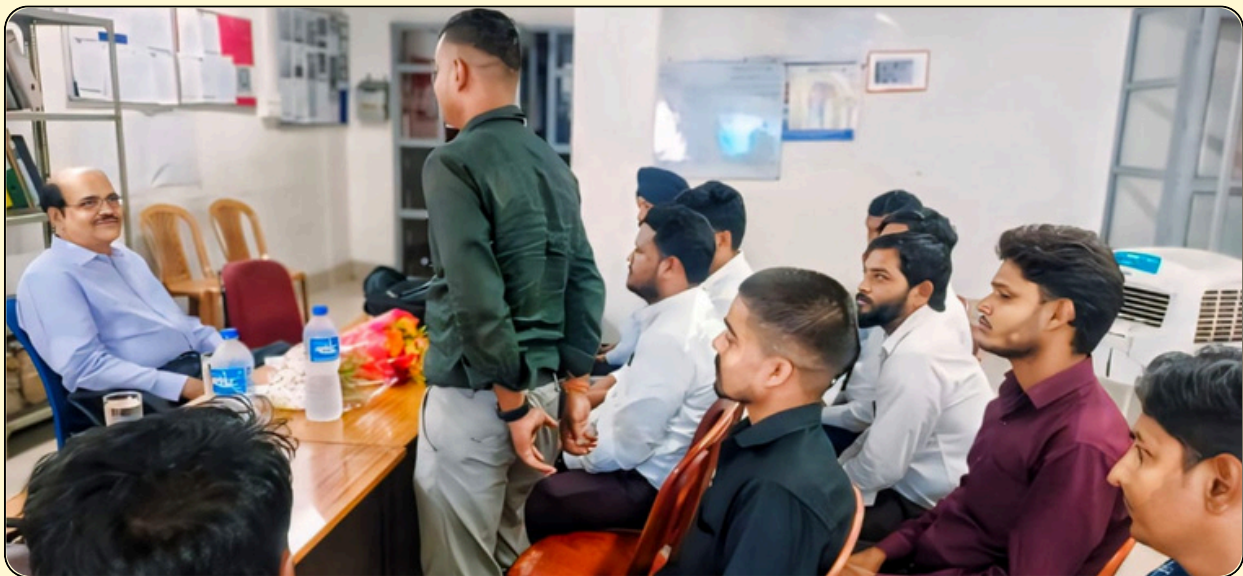
MD & CEO's visit to Mandya, Maddur, Ramanagara, Magadi branches on 21st May 2024

Interactions

June 2024



Dhanbad, 09 June 2024



Bokaro, 09 June 2024



Chirkunda, 10 June 2024

Team Meetings... April, May, June 2024



Team meetings in Karnataka on 20 April 2024



Business review for Karnataka Region in Mysore, 20 April 2024



**Business review for Bihar Region at
Kursela CSC, 22 April 2024**



Odisha Region Leadership development program in Bhubaneswar on 21 April 2024

Addition to the Leadership



Mr. Jose Anto K,
joined as **Head - HR,**
on **1 April 2024**



Ashok Harijan
Area Manager
Nabrangpur Area



Md Sajem Seikh
Area Manager
Dumka Area



Syed Sadiq
Area Manager
Hassan Area



Sanoj Kumar
Manager
Training



Ranvir Kumar
Area Manager
Katihar Area

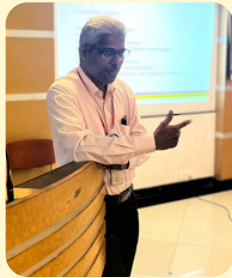


Priyadarshan Parida
Area Manager
Bhubaneswar Area

Providing a room for continuous learning...

Lahanti Last Mile Services is an organization that emphasizes on 'Continuous learning' concept. The Company believes in investing on its workforce extensively. While shaping a compliance-oriented atmosphere, the organization is also committed to provide a productive and creative set up to enhance employees' growth. Company plans to arrange various leadership development programs as part of its' full-fledged training curriculum for every year. It is with futuristic concern that the Company gets indulged in conducting different programs including skill development programs across the areas of operations, that will continue to bring in success and growth for the years to come.

Leadership Meet - Thrissur 13,14 May 2024



LLMS business leaders with LLMS HO staff in Thrissur on 14 May 2024

Leadership Meet - Thrissur 13,14 May 2024



LLMS LEADERSHIP MEET - 2024

WELCOME
DVP- NNE and RHs

13 AND 14 MAY 2024
HOTEL ASHOKA INN - THRISSUR



Lahanti
Last Mile Services Private Ltd.



LLMS business leaders in ESAF Small Finance Bank Head Office on 14 May 2024

Leadership Meet - 14 May 2024 at Thrissur





Role of Human Resource development in microfinance industry

Sanoj Kumar, Manager (Training)

The role of Human Resource Development in the success of microfinance institutions (MFIs) is crucial. Human Resource Development is responsible for various aspects that contribute to the effectiveness of MFIs. These include building a strong workforce, providing training and development, promoting diversity and inclusion initiatives, implementing succession planning, and fostering career development.

Building a strong workforce involves recruiting individuals with the necessary skills and aptitude for client service, financial literacy, and local language fluency. Training programs are also crucial to equip staff with the knowledge and skills needed to assess client needs, design suitable microfinance products, and manage credit risks. Soft skills training on communication, client relationship management, and ethical lending practices is also a key component.

Empowered and Knowledgeable Staff: Human Resource Development empowers staff with the skills and knowledge to effectively interact with clients. This includes financial literacy training, customer service skills, and cultural sensitivity. With a strong foundation, staff can build trust and rapport with clients, leading to a more positive experience.

Diversity and inclusion initiatives are imperative for MFIs, including reaching underserved populations and promoting gender equality. A diverse workforce with a strong understanding of the communities served by the MFI is essential. Gender balance and specific initiatives to address the needs of women can strengthen an institution's mission.

Succession planning ensures institutional stability and knowledge transfer within the MFI. Human Resource Development can prepare individuals for future leadership roles and safeguard institutional expertise by identifying high-potential staff and providing targeted training and mentorship opportunities.

Furthermore, career development opportunities are vital to keeping employees engaged and motivated, which can lead to increased retention and loyalty. Although limited financial resources and lack of dedicated HR departments are common challenges for Human Resource Development in MFIs, demonstrating the positive impact of Human Resource Development on MFI performance can help secure leadership buy-in and resources for strategic HR initiatives.



Achievements...



Ambedkar Nagar Branch honors Best Performer June 2024 - Ms. Ragini



Tripura Area Badharghat branch achieved borrower & Outstanding target during the month of June 2024



Badharghat branch target achievement celebration - April 2024

Seminar conducted in Ranchi on "Internal Audit as a Business Partner"



Seminar on " Internal Audit as a Business Partner " 8 June 2024 in Ranchi

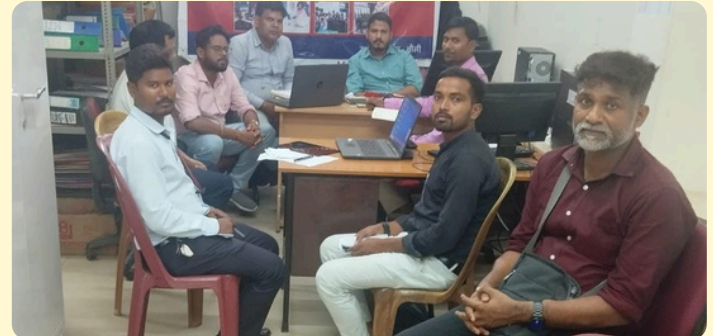
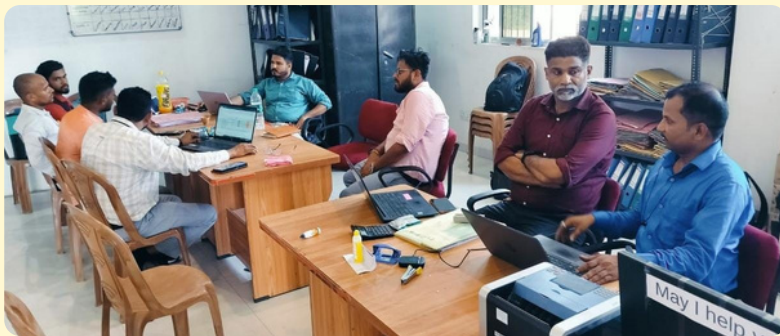


Seminar " Internal Audit as a Business Partner " 8 June 2024 in Ranchi

HO Officials' visit to Jharkhand, Bihar - 9,10,11 June 2024



Dumka Area business review meeting held on 9th June at Lahanti Institute of Multiple Skills (LIMS), Dumka in the presence of Mr. Jayakrishnan MV and Mr. Roshan Abraham from HO.



Branch visits by HO officials - Bihar Region- Bounsi and Naugachia



Staff meeting in Dumka, Jharkhand in the presence of Mr. Jayakrishnan MV and Mr. Roshan Abraham from Head Office

Staff meeting conducted in Amarpur, Bihar branch



Head Office officials Mr. Jayakrishnan MV and Mr. Roshan Abraham in discussion with officers of Banka CSC in Bihar

Discussions with core team of Godda branch by Mr. Jayakrishnan MV and Mr. Roshan Abraham from Head Office

NATIONAL Milk DAY
24 NOVEMBER

With a purity of vision, he saw a revolution in a single drop of milk.

With profound empathy, he empowered women dairy farmers to walk tall.

With unflinching determination, he transformed a milk deficit country into the world's largest milk producer.

With an invincible spirit, he turned ordinary dairy farmers into owners of the largest milk cooperative in India.

National Milk Day is a celebration of these values.

A celebration of the purity and integrity of milk.

A time to #BeMoreMilk.

Just like **Dr. Verghese Kurien**, the Milkman of India.

Amul BE MORE MILK.

Dr. Verghese Kurien
102nd Birth Anniversary
(1921-2012)

The difference between falling and flying is Risk Management.

Managing risk is more important than simply taking risk.

ReserveBankOfIndia @RBI

The Reserve Bank of India has been awarded the Risk Manager of the Year Award 2024 by Central Banking, London, UK.

RBI was awarded the best risk manager for improving its risk culture and awareness.

Executive Director Shri Manoranjan Mishra received the award on behalf of the RBI.

#rbi #centralbanking #centralbankingawards

What's stronger than individuals? Processes.

Individuals may change, processes stay consistent.

Seminar in Thrissur on 24 June 2024

"Internal Audit as a Business Partner"



Business leaders and Audit Team of Karnataka in Head Office with HO staff - 24 June 2024

Seminar in Thrissur on 24 June 2024

"Internal Audit as a Business Partner"



Karnataka Area Managers in a meeting with Head- Micro Assets in ESFB HO 24 June 2024



Deposits grow faster than loans in June quarter

TNN / Updated: Jul 12, 2024, 05:48 IST



MUMBAI: The banking sector's outstanding loans rose 4.8% in the first quarter - from Rs 168.7 lakh crore as of end-March 2024 to Rs 176.8 lakh crore on June 28. During the same period, deposits grew 5.3% to Rs 220.6 lakh crore from Rs 209.3 lakh crore.

In the past year, the growth of loans continued to exceed that of deposits, with the loan portfolio expanding by 19.6% by the end of June 2023.

However, this was largely due to the impact of the HDFC-HDFC Bank merger. If we exclude the effects of the merger, the year-on-year growth would have been around 16.2%, still higher than the 12% growth in deposits. The accretion to the deposit book has been around Rs 11.3 lakh crore during the first quarter, while the addition to the loan book has been Rs 8 lakh crore.

According to a Macquarie report, of the banks that have reported their business figures so far, the average quarter-on-quarter increase has been 1.5% for public sector banks and 0.2% for private banks. In deposits, the average quarter-on-quarter growth is 0.3% for PSBs and 0.6% for private banks.



Industry Mirror

Microfinance portfolio rose 26 per cent in FY2023-24: Report

Portfolio outstanding of the Microfinance sector at Rs 442.7k crore as of March 24 rose 26.8 per cent in FY' 2023-24 according to a report by credit bureau CRIF Highmark.

Despite regulatory restrictions, personal loans grew the second fastest among retail assets which rose 38.3 percent. While property loans rose the fastest at 41.4 per cent.

The share of personal loans in the retail MFI exposure was 29 per cent in FY'2023-24 compared to 19 per cent in FY'2022-23. while that of property loans ws 2.4 per cent, almost double the level of 1.6 per cent the previous year.

NBFC MFIs continued to dominate the market with portfolio share of 39.2 per cent, followed by Banks at 33.2 percent, Small Finance Banks at 16.9 per cent, NBFCs at 10.2 per cent as of March 24, CRIF said.

On a year-on-year basis, NBFCs microfinance portfolio rose 45.8 per cent, the banks' portfolio rose 25.9 percent, for NBFC MFIs the growth was 23.5 per cent, and 27 per cent for small finance banks.

The microfinance market expanded by a fourth in FY24 with asset quality showing significant improvement following better loan recovery from the field and several rounds of balance sheet cleansing.

The sector's gross loan portfolio grew 24.5% year-on-year to ₹4.34 lakh crore at the end of March with the bad loan ratio falling to 7.9% of advances, from 8.6% a year back, according to data from the Microfinance Institutions Network (MFIN).

Courtesy:
Economic Times
June 11, 2024

Wall of Fame

9
Years



Anant Kumar Sah
Unit Manager
Banka

8
Years



Sharmila Hansda
Unit Manager
Tarapur

5
Years



Kaushik Dalui
Area Manager
Dhanbad



Jyothi G S
Assistant Unit Manager
Maddur

6
Years



Puneethkumar H R
Area Manager
Mandya



Yogesha M
Senior Unit Manager
Mysore



Pradeepa
Assistant Unit Manager
Ramanagara



Raju V
Assistant Unit Manager
T Narasipura



Sagar Kumar Sharma
AUM - Incharge
Banmankhi



Kundan Kumar Jayswal
Assistant Unit Manager
Purnia

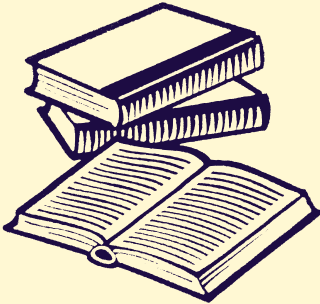


Hema Kumari
Senior Officer
Ranchi



Popi Saikia
Senior Field Officer
Dispur

E ducation thics nthusiasm



Educating oneself and educating all others; conduct of business with ethics, honesty and integrity; developing and fostering enthusiasm for business at all levels are the fundamentals of sustainable business development.

Hold on to the basic principles of Education, Ethics and Enthusiasm, and move on to the theme of the year 2024 - Growth and Sustainability of Business, supported by Process, Compliance and Ethics.

Year 2024

We stand for-

'Growth and Sustainable Development of Business, supported by Process, Compliance and Ethics.'

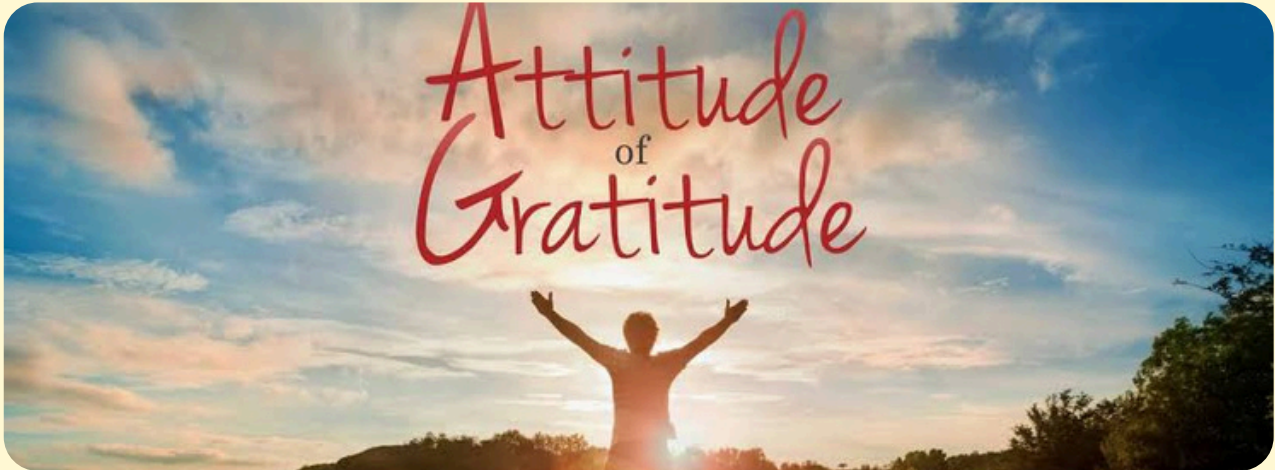
Weaving a road to success...



Shwetha Saravanan, Karnataka

Shwetha Saravanan hails from Ramnagara, a city well known for its silk. Her family includes her parents and three siblings. Agriculture had been the main source of livelihood for Shwetha and her family for over two decades. However, life took a tough turn when the floods of 2015 hit, causing them financial struggles. Matters worsened when her sister fell critically ill, necessitating an expense of approximately Rs. 5 lakh. To combat this adversity, Shwetha turned to entrepreneurship, starting a tea stall in 2018 with a Rs. 35,000 loan from ESAF Small Finance Bank. Prompt repayments qualified her for a larger loan, enabling her to establish Hotel Saibaba. With three employees, the restaurant now earns over Rs. 25,000 monthly.

Shwetha dreams of diversifying the menu to include continental, Mexican, and Chinese cuisines, catering to evolving tastes. Her ultimate dream is to buy her own property and relocate the restaurant. Grateful for ESAF Bank's support, she acknowledges its pivotal role in her family's recovery from financial hardship. Shwetha is just among the many who started dreaming big with ESAF



"the leading principle...."

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