



H.NO:3, 1st Floor, 1st Main, 1st Cross, Kodgehalli Main Road, Bhadrappa Layout,
Nagashettihalli (On Hebbal Outer Ring Road) Bangalore -560094

AKMI Updates: April-2023

About AKMI:

AKMI (Association of Karnataka Microfinance Institutions) was established in 2007 to bring in better transparency and governance, client protection and ethical practices among the Microfinance Institutions (MFIs) in Karnataka. AKMI is registered under Society Act 1960 and has 28 members as of now.

Sl. No.	AKMI Members	Number
1	NBFC -MFIs	18*
2	NBFCs	1
3	Society/Trusts/Others	2
4	SFBs	6
	Total Members	27

Vaya (NBFC – MFIs), Prakruthi (Society), did not renew membership for 2021-22 & 2022-23; Microbuild (others) did not renew for 2022-23 and Madura MFI is merged with CAGL. Asirvad did not renew the membership .

AKMI is affiliated to Sa-Dhan and MFIN, which are national level network organizations and are self-regulatory organizations (SROs) for the microfinance industry. Both Sa Dhan and MFIN are recognized by RBI and are monitoring the Microfinance industry very closely.

The **main activities of AKMI** fall into field level engagement, communication, capacity building for members and client protection.

AKMI organizes district level meetings among its members in all districts of the state which is helpful in quickly identifying problematic locations, trouble makers and then working with local administration in solving such problems.

We conduct various programmes such as FLPs (Financial Literacy Programmes) at different districts inviting senior district level officials such as DC, SP, CEO Zilla Panchayath, Lead Bank, NABARD etc... and work of the sector is showcased.

We conduct street plays at various Gram Panchayath, TV episodes on success stories of beneficiaries etc...

For benefit of members we conduct programmes on industry best practices in areas such as HR, Audit, IT / digitization, Grievance handling and client protection.

We have a grievance redressal cells at districts Lead MFIs and redressal cell in Bangalore with toll free number.

AKMI is a special invitee to State Level Bankers' Committee (SLBC) and District Level Bankers' Committee in every district where we can update the happenings in the sector.

AKMI Members are also conducting social events, conducting financial literacy programs, construction of toilets, financial assistance to Mid-Day meal program (Akshaya Patra foundation), etc. as part of their CSR activities. Our members have also taken up lot of initiatives to combat distress during Covid Pandemic, flood, etc...

AKMI Outreach:

Particulars	December-2022	September-2022	June-2022
MFI Members	28	30	29
No of Branches	2553	2546	2418
No of Staff	30023	29886	28442
Loan Borrowers accounts (in Lakhs)	102.70	104	90
Outstanding (Amt in Crs.)	42,590.01	40753.81	38201.30

AKMI Bi- Monthly District Meetings in Karnataka:

AKMI is operating in all 31 Dist. of Karnataka and having 30 District AKMI units having the leadership of a Lead MFI and Co-Lead MFI to each district. The lead MFI who is having major exposure in the district is conducting district level AKMI meeting bimonthly on the fixed day. These meetings are attended by members of AKMI who are operating in the district by area representative. AKMI district meetings are mainly concentrating on field issues and seeking remedies for the issues in the field and may discuss latest developments in the microfinance sector, CB report, staff issues etc.

The lead MFI having AKMI district grievance redressal cell is handling MFI clients' grievances in the field, and also have liaison with AKMI HO.

Particulars	April-2023	February-2023	December-2022
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No of District in Karnataka	31	31	31
No of AKMI dist. units	30	30	30
No of Meeting Conducted Next bi-monthly meeting will be in June - 2023	30	30	30

Contact AKMI Ombudsman:

OMBUDSMAN,
AKMI, H.NO:3, 1st Floor 1st cross
1st Main Kodgehalli Main Road
Bhadrappa Layout
Nagashettihalli, Bengaluru. Toll Free No: **1800- 4255654**

Particulars	April-2023	March-2023	February-2023
No of Grievances calls Received	33	29	49
No of Grievances calls Solved	30	29	49
Pending – i) Insurance	1		
ii) Loan not yet sanctioned	2		
iii) CB report Problems			

Ombudsman at AKMI HO, Bangalore is having toll free helpline Number: 18004255654. The MFI customer/s may approach AKMI ombudsman if their grievance is not solved by concerned MFI regarding-

- ☐ Staff behavior
- ☐ Charging of higher rate of Interest than stipulated by RBI
- ☐ Any unreasonable delay or denial of micro credit

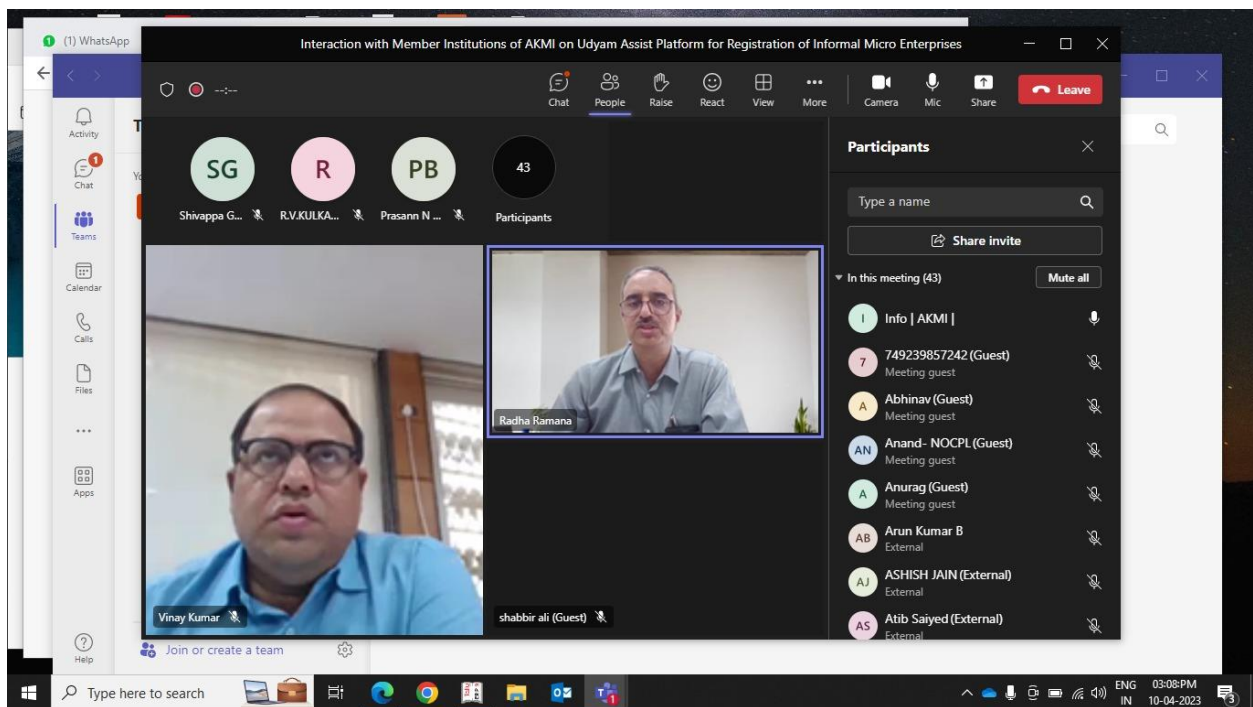
Observations: NO major field level issues. By and large disbursement of loan and Collection improved to a great extent in all the districts.

AKMI Activities/Meetings during April– 2023

Sl. No	Date	Particulars	Remarks
1	03-04-2023	Chamarajanagar DC called for a meeting of MFIs	Through Lead MFI (BSS) and Lead Bank the meeting was arranged . Election issues were discussed. Since then we are not facing any problem in the district .
2	10-04-2023	SIDBI Meeting (online)	We arranged virtual meeting of MFIs regarding registration of informal micro enterprises on Udyam Assist Portal of SIDBI.
3	11-04-2023	Sa Dhan virtual meeting	Insurance claims
4	12-04-2023	Visited Ujjivan SFB	Mr. V N Hegde & Mr. R V Kulkarni visited Ujjivan SFB Sahakarnagar
5	17-04-2023	Cash confiscated by local election authorities at Kadur	Cash confiscated from 3 MFIs (CAGL, Sanghamitra and NOCPL) . Coordinated with Lead Bank and CEO ZP Chickmagalur , Released cash finally on 04.05.2023.
6	20-04-2023	Sanghamitra team visited AKMI Office	Mr.Sunil Jadli (CEO) , Mr.TP Shankar CFO and Mr.Jayakumar Advisor visited AKMI office .
7	26-04-2023	Sa-Dhan - AKMI Karnataka Virtual Members '(review)meet	Interaction with member MFIs – Status of Microfinance , outlook for 2023-24 , implementation of new regulations, impact and challenges, status of funding, risky geographies, field level issues related to election and HR aspects .
8	26-04-2023	Cash confiscated at Hospet, Mudhol	Cash seized at Hospet (Svamaan) , Bagalkot (Fincare) . We sought help from Lead Bank of Bagalkot and Vijayanagar .
9	27-04-2023	Cash seized at Dabaspet (CAGL)	We spoke to LDM Tumkur Mr.Yellurkar for sorting out the issue.



Chamarajanagar MFIs meeting with DC & LDM on 03-04-2023



Interaction with AKMI members on Udaym Assist Platform - 10.04.2023



Mr. Sunil Jadli (CEO), Mr.TP Shankar (CFO) and Mr. Jayakumar (Advisor) visited AKMI office on 20-04-2023



Sa-Dhan AKMI Karnataka Virtual(Zoom) Members meet on 26-04-2023

Media publications during April- 2023 (source Google alert)

Microfinance lending shows strong growth in 2022, NBFC MFIs dominate the market

-Business Insider India (02-04-2023)

MFI loans grow 20% in December quarter, says report - The Economic Times (02-04-2023)

Spandana Sphoorty Financial raises \$20 mn via ECB to fund business growth-Business Standard (02-04-2023)

Move microloans to formal sector, be it banks or MFIs - The Hindu BusinessLine (06-04-2023)

Banks sanction Rs 23.2 lakh crore to about 41 crore beneficiaries under Mudra Yojana

-The Economic Times (08-04-2023)

2023-2030 Digital Transformation in the Microfinance Sector Market: Top Growing Regions ...

Digital Journal (11-04-2023)

CreditAccess Grameen Shares Jump 4% After Upbeat Q4 Data - EquityPandit (11-04-2023)

UPI Lite and UPI 123Pay: Key to India's financial inclusion in rural india-The Financial Express (11-04-2023)

MUDRA loans at an all-time high | The Financial Express (11-04-2023)

Expanding geographical spread of microfinance - The Hindu BusinessLine (13-04-2023)

Bajaj Finance plans entry into microfinance segment by 2025, says Sanjiv Bajaj (13-04-2023)

Muthoot Microfin Limited Receives Great Place to Work Recognition for the Fourth Time and ...
TechGraph (13-04-2023)

Microfinance companies impacting rural development | MENAFN.COM (13-04-2023)

MFIs' credit cost in FY24 expected to be lower than average of 2.5 per cent seen during FY17-22
The Hindu Business Line (18-04-2023)

Empowering Rural Women: Driving Financial, Digital Inclusion for New Bharat - News18
(21-04-2023)

Microfinance industry to see 25% growth in FY24; GNPA's to improve to 3%: CareEdge
The Financial Express (27-04-2023)

Finance for the low-income customers: How can the financial industry better serve them?
The Economic Times (28-04-2023)