



H.NO:3, 1st Floor, 1st Main, 1st Cross, Kodigehalli Main Road,
Bhadrapa Layout, Nagashettihalli, Bengaluru-560094

AKMI Updates: Apr - 2025

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 the Society Act 1960 and has 30 members as of now.

Sl. No.	AKMI Members	Number
1	NBFC -MFIs	22
2	NBFCs	1
3	Society/Trusts/Other	1
4	SFBs	6
	Total Members	30

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, troublemakers and then working with local administration in solving such problems.

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

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

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

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

AKMI is a special invitee to the 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, drought etc...

AKMI Outreach:

Particulars	Dec-2024	Sept-2024	June-2024
MFI Members	31	31	31
No of Branches	3084	3090	3056
No of Staff	37529	37967	37345
Loan Borrowers accounts (in Lakhs)	107.90	109.88	112.09
Outstanding (Amt. in Crs.) including BCs ' fig reflected in Banks' books	58314.96	59367.76	60189.35

AKMI Bi- Monthly District Meetings in Karnataka:

AKMI is operating in all 31 districts of Karnataka and has 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

representatives. 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, Ring leader problems, staff issues etc.

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

Particulars	April -2025	February -2024	December-2024
No of District in Karnataka	31	31	31
No of AKMI dist. units	30	30	30
No. of Meetings Conducted	30	30	30
Next bi-monthly meeting will be in June - 2025			

Contact AKMI Ombudsman:

OMBUDSMAN,

AKMI, H.NO:3, 1st Floor 1st cross

1st Main Kodigehalli Main Road

Bhadrappa Layout

Nagashettihalli, Bengaluru. Toll Free No: **1800 – 4255654**

Particulars	Apr-25	Mar-25	Feb-25
No of Grievances calls Received	20	17	23
No of Grievances calls Solved	17	17	23
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. 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: At few places problems like over lending, complaints on staff behavior with customers and ring leader menace are observed. The disbursement of loan and Collection slowed down to little extent. We formed a team of four persons in each district (Lead, Co-lead and other two member MFIs) to rush to the help of MFIs facing problems because of public protests in some areas. Many awareness programs through village meetings, street plays, media interventions are taken up. For addressing customers' grievances beneficiaries we have set up 3 helplines in state (Kalaburgi, Davanagere and Mysore) apart from toll free numbers of AKMI (1800 4255654) , Sa-Dhan(011 47174410) and MFIN (18001021080) already available.

AKMI Activities/Meetings during April - 2025

Sl. No	Date	Particulars	Remarks
1	04.04.2025	MFIN Virtual meeting	Attended virtual meeting arranged by MFIN at 2.30 pm
2	08.04.2025	Met Editor in Chief, Kannada Prabha	Team AKMI met Mr. Ravi Hegde Editor in Chief - Kannada Prabha Group (Asianet News Network). Requested for arranging a TV discussion on Microfinance and also about giving advertisement in TV.
3	09.04.2025	Met Public TV Manger	Team AKMI met Mr. Prabhu, Regional Manager - Ad Sales, Public TV and requested for arranging a tv discussion on Microfinance involving Practitioners.
4	14.04.2025	MFIN Belagavi Meeting (Virtual)	Participated in Online Special District Forum Meeting for Belagavi district at 2.30 pm
5	15.04.2025	Met TV9 Manager	AKMI team met Mr. Girish from Tv9 and requested for quotation of our ads.
6	15.04.2025	Sa-Dhan & AKMI 'Virtual Co-ordination Meet	Sa-Dhan & AKMI jointly organised 'Virtual Co-ordination Meet of Senior Field Managers in Karnataka' at 4 pm.
7	16.04.2025	Visited Ramanagar	Team AKMI met Mr. Nandaraj, Lead Bank Officer, Ramanagar.
8	17.04.2025	Met Zee TV Manager	Met Mr. Basavaraj (Manager- Ad Sales), Zee Tv and requested for commercial quotation.

9	23.04.2025	Visited Bidar	AKMI Team met Mr. Shivanagoud Patil Dysp. Bidar.
10	23.04.2025	AKMI Meeting at Bidar	AKMI Team meeting @ L&T office, Bidar.
11	24.04.2025	Visited Bellary	Team AKMI met Mr. Mohammed ZUBAIN, KAS, (Sr. Scale) Additional Commissioner & Additional District Magistrate Bellary. AKMI Team met Lead District Chief Manager Mr. Girish V. Kulkarni, Bellary. Team AKMI also met Mrs. Shobha Rani IPS, SP Bellary.
12	25.04.2025	Visited Koppal	Team AKMI met Dr. Ram L Arasiddi, IPS, SP Koppal.
13	25.04.2025	AKMI Meeting at Koppal	Members meeting at Koppal Muthoot Office.



Team AKMI met Mr. Ravi Hegde Editor in Chief Kannada Prabha Group (Asianet News Network) on 08.04.2025.



AKMI Met Mr. Girish from Tv9 and requested for quotation of our ads on 15.04.2025



Team AKMI met Mr. Nandaraj, Lead Bank Officer Ramanagar on 16.04.2025



Met Mr. Basavaraj Manager, Zee TV and requested for commercial quotation on 17.04.2025



AKMI team met Mr. Shivanagoud Patil DySP, Bidar on 23.04.2025



AKMI team Visited LDM Office, Bidar on 23.04.2025



AKMI meeting at L&T office, Bidar on 23.04.2025



AKMI Team met Lead District Chief Manager Mr. Girish V. Kulkarni, Bellary on 24.04.2025



Team AKMI met Mr. Mohammed ZUBAI N, KAS, (Sr. Scale) Additional Commissioner & Additional District Magistrate Bellary on 24.04.2025



AKMI meeting at Koppal (Muthoot Office) on 25.04.2025



Team AKMI met Dr. Ram L. Arasiddi IPS, SP Koppal on 25.04.2025

Media publications during April - 2025 (Source- Google alerts)

- Karnataka's organised microfinance sector grapples as defaults surges post new ordinance
The Hindu BusinessLine (02.04.2025)
- Microfin Portfolio Shrinks 4% YoY In Dec 2024 Amid Challenging Conditions BW Businessworld (03.04.2025)
- Over 70,000 microfinance accounts in Haveri default, become NPAs - The Times of India (06.04.2025)
- CreditAccess Grameen faces rising portfolio at risk amidst slipping AUM - CNBC TV18 (09.04.2025)
- Asset quality improving across MFIs but recovery will be gradual, says Investec
Moneycontrol (10.04.2025)
- Microfinance Credit Costs Expected to Fall from 7-Year High: Report | Chennaionline (10.04.2025)
- Microfinance: Its rising importance and relevance in the Indian economy
Business Standard (11.04.2025)
- Microfinance sector shows signs of recovery; loan growth picked up in Q4FY25: Report
The Hindu Business Line (11.04.2025)
- Microfinance sector recovering as tighter rules improve credit quality: MFIN - CNBC TV18 (12.04.2025)
- Microfinance Institutions (MFIs) in India - INSIGHTS IAS (14.04.2025)
- Satin Creditcare Network implements MFIN prescribed cap on number of microfinance lenders The Hindu
Business Line (15.04.2025)
- Microfinance firm Satin Creditcare expects 10-15% loan growth in FY26: CMD
Business Standard (20.04.2025)
- NBFCs set for seasonal gains in the fourth quarter despite pockets of pressure - CNBC TV18 (22.04.2025)

