



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

## **AKMI Updates: Aug -2024**

### **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 28 members as of now.

Sl. No.	AKMI Members	Number
1	NBFC -MFIs	20
2	NBFCs	1
3	Society/Trusts/Other	1
4	SFBs	6
	Total Members	28

**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	Mar-2024	Dec-2023	Sep-2023
MFI Members	28	29	27
No of Branches	3019	2785	2616
No of Staff	36859	35817	34659
Loan Borrowers accounts (in Lakhs)	111.22	104.74	108.53
Outstanding (Amt. in Crs.)	60597.78	52293.27	50852.73

**\*Samuha did not renew the membership.**

**AKMI Bi- Monthly District Meetings in Karnataka:**

AKMI is operating in all 31 Dist. 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	August-2024	June-2024	Apr-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 <b>October - 2024</b>			

**Contact AKMI Ombudsman:**

OMBUDSMAN,

AKMI, H.NO:3, 1<sup>st</sup> Floor 1st cross

1<sup>st</sup> Main Kodigehalli Main Road

Bhadrappa Layout

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

Particulars	August-2024	July-2024	June-2024
No of Grievances calls Received	35	40	35
No of Grievances calls Solved	33	40	35
Pending – i) Insurance	1		
ii) Loan not yet sanctioned	1		
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: NO** major field level issues. At some centers problems cropped up because of flood followed by drought situation. The disbursement of loan and Collection slowed down to little extent because of flood.

## AKMI Activities/Meetings during Aug – 2024

Sl. No	Date	Particulars	Remarks
1	01.08.2024	EC Meeting	Discussion on retirement of EC members and on AKMI Budget
2	01.08.2024	AKMI 17 <sup>th</sup> AGM	Conducted 17 <sup>th</sup> AGM at Hotel I V Sanctum in Bengaluru. Majority of member MFIS attended the meeting. Mr. Kishore Kumar was felicitated by EC.
3	06.08.2024	Tiptur	Group of people trying to create problems. Administration in Tiptur is appraised of the issues when we met Assistant Commissioner. We have reiterated about code of conduct to be strictly followed.
4	08.08.2024	Visited Kodagu	Kodagu DC ordered to stop collection of loans till 15 <sup>th</sup> Sept. Team AKMI along with MFIN met Mr. Venkat Raja IAS, Deputy Commissioner, Kodagu. We gave representation to reconsider his order and handed over AKMI annual report.
5	09.08.2024	Met NABARD GM	AKMI Team met Mr. Prakash Das, GM, NABARD and handed over Annual Report. Handed over Annual Report to Mr. DSK Rao, ex GM, NABARD
6	12.08.2024	AKMI-MFIN District Forum Review Meeting (Virtual)	Bangalore Urban, Bangalore Rural & Ramanagar districts
7	13.08.2024	Meeting at Vikas Soudha (MS Building)	Mr. Vishal IAS Secretary Finance Govt of Karnataka called for a meeting of MFIs on 13 <sup>th</sup> Aug'24 for popularising Jansuraksha schemes of GOI (PMJJBY and PMS BY) to benefit MFI borrowers in MS Building, Bangalore. Other participants include GM SLBC, AGM RBI, Advisor to GOK Mr. Sunil Kurthkoti, Team AKMI, MFIN, Sa Dhan, Mr. Bharath from Skill development and member MFIs. He advised member MFIs to cover their staff with Jansuraksha and encourage customers to take the same.
8	13.08.2024	Met Congress Leader	Team AKMI met Mr. Nagaraj Yadhav, MLC (Congress).
9	13.08.2024	Met Mr. Sunil Kurthkoti	Team AKMI with Mr. Sunil Kurthkoti Advisor to GOK (Fin. Inclusion)

10	13.08.2024	Met SLBC Convenor	Team AKMI met Mr. Bhaskar Chakravarthy, GM SLBC
11	14.08.2024	SLBC Meeting	Attended SLBC meeting at Hotel Chancery pavilion.
12	14.08.2024	AKMI-MFIN District Forum Meeting (Virtual)	Bellary, Davanagere, Chitradurga & Vijayanagar districts
13	19.08.2024	Met Chief Secretary, GOK	Team AKMI met Dr. Shalini Rajneesh IAS, Chief Secretary GOK, at Vidhana Soudha.
14	20.08.2024	AKMI-MFIN District Forum Meeting (Virtual)	Hassan, Shimoga, Chikkamagalur, Karwar, Mangalore and Udupi districts
15	21.08.2024	AKMI-MFIN District Forum Meeting (Virtual)	Belagavi, Dharwad, Gadag & Haveri districts
16	22.08.2024	AKMI-MFIN District Forum Meeting (Virtual)	Chamarajanagar, Kodagu, Mysore and Mandya districts
17	23.08.2024	AKMI-MFIN District Forum Meeting (Virtual)	Vijayapura, Bagalkote, Koppal districts
18	24.08.2024	DSS Protest - Tumkur	DSS Tumkur is arranging a protest in Chikkanayakanalli (Tumkur Dist). Spoke to Mr. Dorairaju, Secretary, DSS Tumkur. Surprisingly he is not aware of the program. We also spoke to Mr. Mavalli Shankar, DSS State leader. We avoided talking to local leaders at Chikkanayakanahalli who may try to come out with undue demands. We talked to member MFIs to get first hand information.
19	26.08.2024	AKMI-MFIN District Forum Meeting (Virtual)	Tumkur, Kolar & Chikkaballapur districts
20	26.08.2024	Tumkur MFIs meeting (Virtual)	Had meeting (virtual) of MFIs of Tumkur District to discuss about protest call (2 <sup>nd</sup> Sep'24) by DSS
21	28.08.2024	AKMI-MFIN District Forum Meeting (Virtual)	Bidar, Kalaburgi, Yadgir & Raichur districts
22	28.08.2024	Mangaluru AKMI Meeting	Meeting of member MFIs at Mangaluru. AKMI CEO Mr. V N Hegde attended the meeting
23	28.08.2024	Belagavi meeting (Virtual)	Discussed ring leader issues



EC Meeting at Hotel I V Sanctum, Bengaluru on 01.08.2024





AKMI 17<sup>th</sup> AGM at Hotel I V Sanctum, Bengaluru on 01.08.2024



**Team AKMI along with Mr. Manjunath (MFIN) Met Mr. Venkat Raja IAS, DC Kodagu and handed over annual report on 05.08.2024**



**AKMI Team met Mr. Prakash Das, GM, NABARD and handed over Annual Report to him on 09.08.2024**



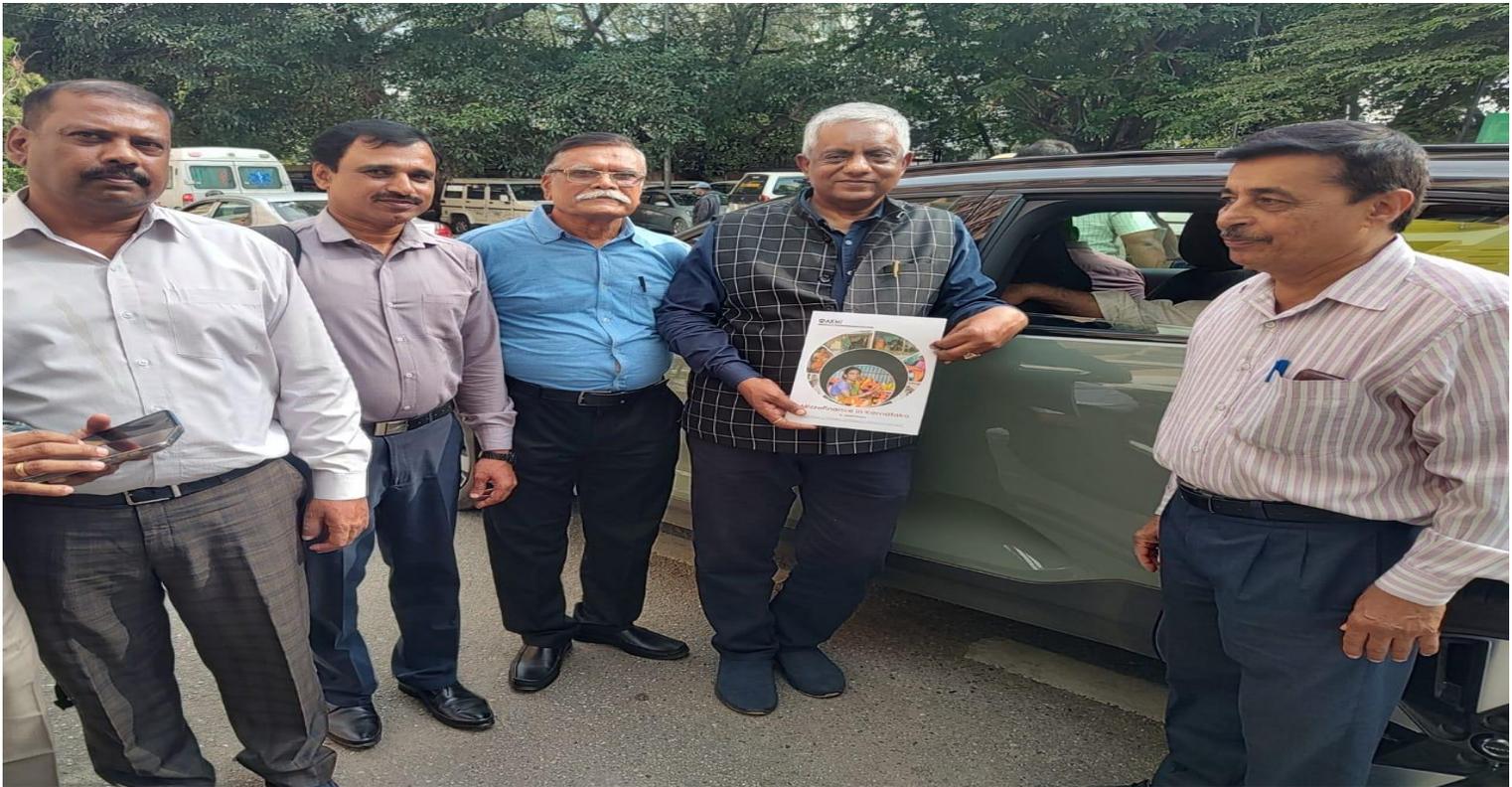
**Mr. Vishal IAS Secretary Finance Govt of Karnataka called for a meeting of MFIs on 13.08.2024 for popularising Jansuraksha schemes of GOI (PMJJBY and PMS BY) to benefit MFI borrowers**



Team AKMI met Mr. Bhaskar Chakravarthy, GM SLBC on 13.08.2024



**Team AKMI with Mr. Sunil Kurthkoti, Advisor, Fin Inclusion to GOK on 13.08.2024**



**Team AKMI met Mr. Nagaraj Yadhav, MLC on 13.08.2024**



Team AKMI met Dr. Shalini Rajneesh IAS, Chief Secretary GOK on 19.08.2024

## **Media publications during August - 2024 (Source- Google alerts)**

- MSME Sector Key to India's Development Goals - SMESStreet\_(01.08.2024)
- Microfinance entities cut rates, vow to improve ops as RBI governor flags 'usurious' charges Millennium Post\_(02.08.2024)
- Fusion Finance stock tanks 20%, hits 52-week low on weak Q1 results - Business Standard (07.08.2024)
- CreditAccess Grameen up for sale: Dutch owner seeks \$2.7 billion valuation Business Standard (12.08.2024)
- Sonata Finance to merge with BSS Microfinance: Kotak Mahindra Bank - Business Standard (13.08.2024)
- Satin Creditcare Ventures into Technology Offerings with New Subsidiary - CXOToday.com (15.08.2024)

- Microfinance regulatory bodies lay out guidelines to lower interest rates - Moneycontrol ([16.08.2024](#))
- Problems of over-lending in microfinance surface again - The Economic Times ([22.08.2024](#))
- MFI sector faces headwinds, overleveraging concerns rise: Ind-Ra - [The Hindu Business Line](#) (28.08.2024)
- L&T Finance Predicts Festive Auto Demand Surge, Anticipates Microfinance Sector Rebound  
NDTV Profit (29.08.2024)
- Microfinance industry AUM up 22% at Rs 1.4 trillion till June, shows data | Finance News [Business Standard](#) (31.08.2024)





