



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

## **AKMI Updates: Aug - 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	June-2025	Mar-2025	Dec-2024
MFI Members	30	30	31
No of Branches	3196	3174	3084
No of Staff	38838	37491	37529
Loan Borrowers accounts (in Lakhs)	109.04	107.79	107.90
Outstanding (Amt. in Crs.) including BCs ' fig. reflected in Bank's books	56251.47	57989.57	58314.96

**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	Aug- 2025	June- 2025	April -2025
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>Oct - 2025</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	Aug-25	July-25	June-25
No of Grievances calls Received	21	24	27
No of Grievances calls Solved	18	24	27
Pending – i) Insurance			
ii) Loan not yet sanctioned	3		
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.

### **AKMI Activities/Meetings during Aug - 2025**

Sl. No	Date	Particulars	Remarks
1	01.08.2025 to 09.08.2025	Street Play	Street Plays in various places of Raichur district
2	04.08.2025	MFIN – AKMI District Forum Meeting (Virtual)	Tumkur, Kolar and Chikkaballapura districts.
3	05.08.2025	MFIN – AKMI District Forum Meeting (Virtual)	Belagavi, Dharwad, Haveri and Gadag districts.
4	06.08.2025	MFIN – AKMI District Forum Meeting (Virtual)	Mandya, Mysore, Chamarajanagar and Kodagu districts.
5	07.08.2025	MFIN – AKMI District Forum Meeting (Virtual)	Hassan, Shimoga, Chikkamagalur, Karwar, Mangalore, and Udupi districts.
6	08.08.2025	MFIN – AKMI District Forum Meeting (Virtual)	Bellary, Davanagere, Chitradurga and Vijayanagar districts.
7	11.08.2025	MFIN – AKMI District Forum Meeting (Virtual)	Bangalore Urban, Bangalore Rural and Ramanagara districts.
8	12.08.2025	MFIN – AKMI District Forum Meeting (Virtual)	Vijayapura, Bagalkot, Koppal districts.
9	13.08.2025	MFIN – AKMI District Forum Meeting (Virtual)	Bidar, Yadgir, Kalaburagi, Raichur districts.

10	18.08.2025	Davanagere Emergent Meeting (Virtual)	MFIN – AKMI ‘Davanagere Emergent Meeting’ in view of Meeting called by Davanagere Dist. Administration.
11	18.08.2025	Sa-Dhan Meeting (Virtual)	Participated in meeting of state level associations of microfinance arranged by Sa-Dhan.
12	29.08.2025	Webinar on Sectoral performance and overview	Attended Sa-Dhan webinar on ‘Sectoral performance and overview’.
13	20.08.2025	Visited M S Building (Vikasa Soudha)	We met advisors to Fin Div Govt of Karnataka Mr. Sunil Kurthkoti and Mr. Deshpande at MS Building, Bengaluru. We discussed about the concerns we raised in our letter (13.08.2025) to Secretary Finance with regard to draft Gazette notification of GOK. They assured that they would take care of our suggestions before finalizing the Gazette.
14	21.08.2025	Fusion Team visited AKMI office	Mr. Ankush, COO & Mr. Harish Swamy, RM of Fusion MFI Visited our Office. We Handed over AKMI Annual Report 25-26.



**Met advisors to Finance Divison (GOK) Mr. Sunil Kuthkoti and Mr. Deshpande at MS Building, Bangalore on 20.08.2025.**



**Fusion Team (Mr Ankush, COO & Mr. Harish Swamy, RM) visited our Office on 21.08.2025.**

**Street plays in various places of Raichur district from 01.08.2025 to 09.08.2025**



**Bayalu Marchad Cross, Manvi on 01.08.2025**



**Bayalu Marchad colony, Manvi on 01.08.2025**



**Rajalabanda, Manvi on 02.08.2025**



**Gorkal, Manvi on 02.08.2025**



**Kurudi, Manvi on 03.08.2025**



**Shantinagara, Manvi on 03.08.2025**



**Chikalaparvi, Manvi on 04.08.2025**



**Jagajeevanram Nagar, Manvi on 04.08.2025.**



**Jai Bheem Nagar, Manvi on 05.08.2025**



**Hirekotnekal, Manvi on 05.08.2025**



**Bayidoddi on 06.08.2025**



**Devinagar on 06.08.2025**



**Pothnal, Manvi on 07.08.2025**



**S C Colony, Manvi on 07.08.2025**



**Musturu, Manvi on 08.08.2025**



**Rajaladinni on 08.08.2025**



**Sunkeshwara, Manvi on 09.08.2025**



**Kamalapur, Manvi on 09.08.2025**