



ASSOCIATION OF KARNATAKA MICROFINANCE INSTITUTIONS

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

AKMI Updates: July -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	June-2024	Apr-2024	Feb-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 Aug-24			

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	July-2024	June-2024	May-2024
No of Grievances calls Received	40	35	46
No of Grievances calls Solved	38	35	46
Pending – i) Insurance			
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: NO major field level issues. At some centers problems cropped up because of drought situation The disbursement of loan and Collection slowed down to little extent because of flood.

AKMI Activities/Meetings during Jul – 2024

Sl. No	Date	Particulars	Remarks
1	01.07.2024	Tata Strive team visited AKMI office	Executives (Mr. Govindappa & Mr. Vignesh) of Tata strive skill Development centre visited our office.
2	01.07.2024	Tiptur meeting (virtual)	MFIN-AKMI Tiptur meeting (virtual) - DSS Demonstration
3	04.07.2024	Gundlupet (Chamrajnagar)	MFIN -AKMI Meeting (virtual) - Suicide in Gundlupet Tq – Mukti colony tribal community – repayment issues: discussed with all MFIs, requested them to strictly abide by the code of conduct.
4	05-07-2024	Chamarajnagar meeting	We had Meeting (virtual) of Chamrajnagar MFIs as there was a suicide case on 4 th July.
5	06.07.2024	Hiriyur (Haveri Dist.)	We had con call of MFIs operating in Haveri in view of letter sent by Hiriyur Circle inspector along with MFIN. Our delegation led by Navachetana (Mr. Kotragouda) met circle inspector. Akmi team met District authorities and submitted letter few days back.
6	09.07.2024	Huliyar (Chikkanayakanalli -Tumkur)	Received notice from Huliyar police station for all MFI/NBFC/SFBs. PC visited few branches of MFIs and called for meeting. We arranged con call of all MFIs and guided them.
7	15.07.2024	Ranebennur (Haveri)	Meeting held between Mr. Shankar DySP Ranebennur & AKMI team headed by Mr. Kotragouda, Navachetana Haveri
8	16.07.2024	Chamarajnagar meeting	MFIN-AKMI Chamarajnagar dist. meeting (Virtual) regarding issues of Tribal (Soliga) community at Mukthihalli - people are migrating and taking shelter at Vanavasi Kalyan Organisation to avoid collection of loans as they are not having crop and wages. They are promising to repay after a month (once they harvest flowers. Their transaction history is good in the past, looking into genuine problems asked MFIs to look into the

			matter empathetically after talking to seniors.
9	19.07.2024	Visited I V Sanctum hotel	fixing hall for AKMI AGM
10	31.07.2024	Belagavi meeting	MFIN – AKMI Belagavi on line meeting in view of the local youth Association of Belagavi submitting letter to DC on behalf of their community requesting for moratorium.



Team from Tata Strive Skill Development centre visited AKMI office on 01.07.2024



Meeting held between DySP. Ranebennur & AKMI team headed by Mr. Kotragouda, Navachetana, Haveri on 15.07.2024

Media publications during July - 2024 (Source- Google alerts)

- Ratan Kumar Kesh Appointed as Interim MD and CEO of Bandhan Bank - Devdiscourse (07.07.2024)
- NBFCs may see slowdown in Q1 disbursements - MSN (09.07.2024)
- Micro-finance Indebtedness Should be Limited to Rs2 Lakh per Borrower with Maximum 4 Lenders Moneylife (10.07.2024)
- CreditAccess Grameen: What are the future plans of India's largest Microfinance Institution? Trade Brains (12.07.2024)
- Microfinance industry portfolio touches more than Rs 3.9 lakh crore - MSN (17.07.2024)
- Fusion Micro Finance Ltd Changes Their Name to Fusion Finance Ltd - Elets BFSI (19.07.2024)
- SATYA Microcapital Ltd. Organizes Fourth Edition Of Vijayalakshmi Das Entrepreneurship ... TRIPURA STAR NEWS (21.07.2024)
- CreditAccess Grameen targets 22-24% asset growth for FY25 - CNBC TV18 (23.07.2024)
- Microfinance accounts grow to 4.7m - Daily Monitor (23.07.2024)
- Upto ₹20,00,000 Collateral Free Loan: 'PM Mudra Yojana' Upgraded And Revamped For ... Free Press Journal (24.07.2024)

