



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

## **AKMI Updates: June-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     |

Microbuild & Asirvad did not renew for 2022-23 and Madura MFI is merged with CAGL.

**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 programmers 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 show cased.

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                        | March-2023 | December-2022 | September-2022 |
|------------------------------------|------------|---------------|----------------|
| MFI Members *                      | 27         | 27            | 27             |
| No of Branches                     | 2473       | 2439          | 2432           |
| No of Staff                        | 30835      | 29438         | 29301          |
| Loan Borrowers accounts (in Lakhs) | 100.89     | 100.49        | 102.60         |
| Outstanding (Amt in Crs.)          | 46400.07   | 41,989.24     | 40,153.04      |

\*Microbuild & Asirvad did not renew the membership for FY 2022-23, Madura merged with CAGL.

**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 |
|---|------------|---------------|---------------|
| No of District in Karnataka   | 31         | 31            | 31            |
| No of AKMI dist. units  | 30         | 30            | 30            |
| No of Meeting Conducted<br>Next bi-monthly meeting<br>will be in <b>August - 2023</b> | 30         | 30            | 30            |

**Contact AKMI Ombudsman:**

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

| Particulars                     | June-2023 | May-2023 | April-2023 |
|---------------------------------|-----------|----------|------------|
| No of Grievances calls Received | 44        | 39       | 33         |
| No of Grievances calls Solved   | 41        | 39       | 33         |
| Pending – i) Insurance          | 1         |          |            |
| ii) Loan not yet<br>sanctioned  | 2         |          |            |
| iii) CB report Problems         |           |          |            |

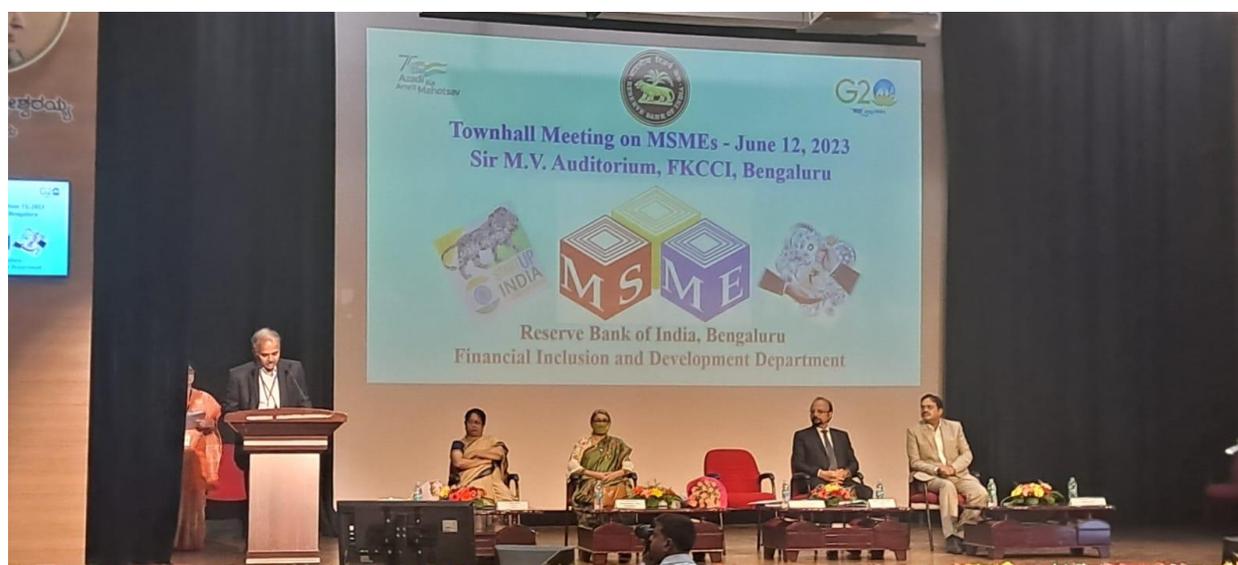
Ombudsman at AKMI HO, Bangalore is having toll free helpline Number: 18004255654. The MFI customer/s may approach AKMI ombudsman if their grievance is not solved by concerned MFI regarding-

- 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. The MFI operations by and large during election time was also normal.

## AKMI Activities/Meetings during June – 2023

| Sl. No | Date       | Particulars                               | Remarks   |
|--------|------------|---|---|
| 1      | 02.06.2023 | Visited CAGL office                       | AKMI team along with Mr. Umashankar Sharma (K2 communications) visited CAGL office and had discussion with Mr.Vikash in connection with the AKMI Event.   |
| 2      | 06.02.2023 | Attended Webinar by Sa-Dhan & Accion      | AKMI team & member MFIs attended webinar conducted by Sa-Dhan & Accion on “Empowering Client Engagement through digitization: How MFIs can leverage digital tools to help improve client connect” |
| 3      | 12.06.2023 | Townhall Meeting on MSMEs                 | AKMI team attended Townhall Meeting on MSMEs at FKCCI Auditorium in KG Road, Bengaluru - Micro and Small Entrepreneurs  |
| 4      | 14.06.2023 | Fusion MFI CEO visited AKMI office        | Fusion MFI CEO Mr. Karthik visited AKMI office and had discussion for joining as member.  |
| 5      | 22.06.2023 | Visited Ballari                           | Mr. R V Kulkarni (AKMI) visited Ballari & met Lead Bank Manager Sri Somangouda Ainapur along with Shivakumar of L& T finance.   |
| 6      | 30.06.2023 | Mr. Karthik (Sa-Dhan) visited AKMI office | Mr. Karthik from Sa-Dhan visited AKMI office and had discussion with AKMI team.   |



**AKMI CEO Mr. V N Hegde and Ombudsman Mr. R V Kulkarni attended Townhall Meeting on MSMEs at FKCCI Auditorium in Bengaluru on 12.06.2023**



**Mr. R V Kulkarni visited Ballari and met member MFIs in the District on 22.06.2023**



**Mr. R V Kulkarni (AKMI) Met Ballari Lead Bank Manager Sri Somangouda Ainapur along with Shivakumar of L& T finance (Lead MFI) on 22.06.2023**



**Mr. Karthik from Sa-Dhan visited AKMI office on 30.06.2023**

## **Media publications during June - 2023 (Source- Google alerts)**

Microlender Spandana Sphoorty To Revisit Tamil Nadu On A Big Scale | Chennai News-Times of India  
(01.06.2023)

NBFC-MFIs' AUM to grow 25-30 per cent in FY24, credit profile to strengthen: Crisil -The Hindu BusinessLine (02.06.2023)

**Microfinance sector** in marked profit growth - The Herald (05.06.2023)

**Microfinance** grows by nearly 10 times in 10 years to cross Rs 5 trn mark - Business Standard  
(06.06.2023)

270 mn loans to women under MUDRA; here's all you need to know about scheme-Business Standard  
(07.06.2023)

HDFC Bank to offer financial solutions to MSMEs; signs MoU with Sidbi - PSU Connect-PSU Connect  
(07.06.2023)

[\*\*Microfinance\*\* Market 2023-2030: Revenue, Growth Rate and Competitor Outlook | 2031-Digital Journal](#) (09.06.2023)

[Ujjivan SFB share price target at Rs 50? Here's what analysts say on multibagger stock-Business Today](#) (12.06.2023)

[\*\*Microfinance\*\* loan portfolio jumps to nearly Rs 3.5 lakh cr at March-end - The Financial Express](#) (13.06.2023)

[NBFCs grow micro loans faster than banks and small finance banks in FY23 - Times of India](#) (13.06.2023)

[\*\*Microfinance\*\* loan portfolio up 22% to Rs 3.48 trillion in FY23, shows data - Business Standard](#) (14.06.2023)

[Kedaara in talks with Yes Bank for sale of Spandana Sphoorty - The Economic Times](#) (15.06.2023)

[RBL aims to expand NIMs; credit cards, MFIs to outpace overall loan book growth | Business Devdiscourse](#) (19.06.2023)

[\*\*Microfinance\*\* sector reports improved post-pandemic growth, repayments - The Hindu BusinessLine](#) (20.06.2023)

[Fusion Micro, Spandana: Rally in MFI stocks has more legs, say analysts - Business Standard](#) (20.06.2023)

[NBFCs in focus; Five Star, M&M Finance, CreditAccess rally up to 10% - Business Standard](#) (20.06.2023)

[YES Bank eyes acquisition of \*\*microfinance\*\* company in FY24 - The Hindu BusinessLine](#) (21.06.2023)

[\*\*Microfinance\*\* lenders to grow profitability this FY, gain market share, cut credit costs, grow AUM](#)  
-The Financial Express (22.06.2023)

[Why India's \*\*microfinance\*\* sector needs to prioritise innovation | IDR -India Development Review](#) (28.06.2023)

[CreditAccess Grameen signs a \\$200 million external commercial borrowing deal -The Economic Times](#) (28.06.2023)

[CreditAccess Grameen Shines 6% Amid Large Block Deals - Equitypandit](#) (30.06.2023)