



ASSOCIATION OF KARNATAKA MICROFINANCE INSTITUTIONS

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

## AKMI Updates: Mar -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 29 members as of now.

Sl. No.	AKMI Members	Number
1	NBFC -MFIs	20
2	NBFCs	1
3	Society/Trusts/Other	2
4	SFBs	6
	Total Members	29

**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 Programmes) 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 programmes 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, etc...

**AKMI Outreach:**

Particulars	Dec-2023	Sep-2023	June-2023
MFI Members	29	27	27
No of Branches	2785	2616	2498
No of Staff	35817	34659	31045
Loan Borrowers accounts (in Lakhs)	104.74	108.53	101.81
Outstanding (Amt. in Crs.)	52293.27	50852.73	46706.73

**\*Satya Micro Capital & Fusion Microfinance joined AKMI as our new members.**

**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, 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	Feb-2024	December-2023	October-2023
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>April- 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	Mar-2024	Feb-2024	Jan-2024
No of Grievances calls Received	34	18	43
No of Grievances calls Solved	32	18	43
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. By and large disbursement of loan and Collection improved to a great extent in all the districts.

## AKMI Activities/Meetings during Mar – 2024

Sl.No	Date	Particulars	Remarks
1	04-03-2024	Channarayapatna AKMI Meeting	FLP preparatory meeting at Channarayapatna. Member MFIs operating in Channarayapatna area attended the meeting.
2	05-03-2024	FLP at Channarayapatna	FLP at Channarayapatna (Hassan Dist.) was arranged with the help of Lead MFI(BSS). Guests included Mr. Govindaraju Tahasildhar , Mr. Raviprasad Dy SP, Mrs.Malini Suvarna DDM NABARD , Mr. Suchita kumar Director RSETTI , Mrs. Kusuma from FLC Hassan.
3	12-03-2024	Met Mr. Karthik(Sa-Dhan)	AKMI CEO met Mr. Karthik (Sa-Dhan) - arranging for meeting on 14 <sup>th</sup> mar'24
4	14-03-2024	Sa-Dhan – AKMI Compliance Conclave	Compliance officers' conclave arranged by Sa Dhan in association with AKMI at hotel I V Sanctum, Bengaluru.
5	15-03-2024	LendtechX-2024	Attended LendtechX 2024- unleashing the future of Digital Lending and payments conducted by B2B Market Media
6	18-03-2024	Visited Chief Electoral Office	Requesting for letter so as to facilitate smooth functioning of MFIs during election
7	19-03-2024	Met Chief Electoral Officer	Mr. Hegde and Mr. Kulkarni met Mr. Manoj Kumar Meena IAS , Chief Electoral Officer at Nirvachana Nilaya Bangalore . While we assured him about our members observing model code of conduct , sought his cooperation in smooth MFI operation during election time also.
8	19-03-2024	Visited SLBC Office	AKMI Team visited SLBC Convenor's office and handed over copy of letter submitted to Chief Electoral Officer.
9	19-03-2024	Zoom meeting of group 'Anti Microfinance Women Forum'	We had a zoom meeting of group by name 'Anti Microfinance women forum'. It was arranged by ICRA(Institute for Cultural and Research) . Mr. Manjunath from MFIN and Mr. Karthik from Sa Dhan were also invited for the meeting. From Forum side following people joined : Mrs. Madhubhshan

			<p>Mrs. Vatsala Anekal</p> <p>Mrs. Susheela</p> <p>Mrs. Nandini</p> <p>Mr. Naveen from ICRA also joined.</p> <p>Mr. Hegde and Mr. Kulkarni from AKMI.</p> <p>They were expressing the concern about over indebtedness of women in villages which is spoiling the social fabric and also about high rate of interest. They would like to further take it up with Govt.</p> <p>We clarified about the regulations. We have told them that we are available for any clarifications. They said they would meet us once again during April.</p> <p>They seemed to be expressing concerns and might not be having any mal intension.</p>
10	28-03-2024	Chief Electoral Office	Visited Chief Electoral Office for letter



FLP preparatory meeting at Channarayapatna on 04.03.2024





**FLP at Channarayaptna (Hassan Dist.) was arranged on 05.03.2024 with the help of BSS(Lead MFI).**



**Compliance Officers Conclave arranged by Sa-Dhan in association with AKMI on 14.03.2024.**



Mr. Vivekananda N Salimath, MD, IDF in a panel discussion at LENDTECHX-2024 session conducted by B2B



Mr. Nagendra Mali, MD, Navachetana in a panel discussion at LENDTECHX-2024 session conducted by B2B

## Media publications during Mar - 2024 (Source- Google alerts)

- Microfinance Q3 disbursements at ₹78584 crore, AUM grows 25%  
The Hindu Business Line (02.03.2024)
- Micro-finance institutions portfolio touches ₹4 lakh crore - CNBC TV18 (02.03.2024)
- Household Income Limit For Micro Loans Should Be Raised To ₹5 Lakh, Demand Nbfcs: Report -menafn  
(02.03.2024)
- Ananya Birla's Svatantra Microfin Seals Rs 1,930-Crore Investment - NDTV Profit (03.03.2024)
- RBI Approves Game-Changing Merger: Fincare Joins Forces with AU Small Finance Bank  
BNN Breaking (06.03.2024)
- Microinsurance: A lifeline for female farmers | The Business Standard (09.03.2024)
- Benefits of low interest rates for NBFCs to take longer than anticipated- Republic World (11.03.2024)
- PM Modi to launch new credit scheme to help poor start biz ventures (14.03.2024)
- YES Bank is currently working towards establishing **microfinance** business within bank by FY25: CEO - UNITED NEWS OF INDIA (17.03.2024)
- HR, technology integration key challenge for Fincare-AU SFB merger - Business Standard  
(20-03-2024)
- Case study: Organisational development at the grassroots | IDR India Development Review (21-03-2024)
- Microfinance AUM rises 31%, growth in low-ticket loans declines 15% -The Hindu Business Line (28-03-2024)
- Microfinance industry loans cross Rs 4 lakh cr for first time - Times of India (29-03-2024)
- Kotak Mahindra Bank completes acquisition of Sonata Finance for Rs. 537 Crore  
Elets BFSI - Elets Technomedia (29-03-2024)
- India: Muthoot Microfin secures \$75m through external commercial borrowings  
DealStreetAsia (30-03-2024)





