



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

## **AKMI Updates: Nov - 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	21
2	NBFCs	1
3	Society/Trusts/Other	1
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 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	Sept-2025	June-2025	Mar-2025
MFI Members	29	30	30
No of Branches	3218	3196	3174
No of Staff	38530	38838	37491
Loan Borrowers accounts (in Lakhs)	104.83	109.04	107.79
Outstanding (Amt. in Crs.) including BCs ' fig. reflected in Bank's books	54557.17	56251.47	57989.57

**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	Oct- 2025	Aug- 2025	June -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>Dec - 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 560094

Toll Free No: **1800 – 4255654**

Particulars	Nov-25	Oct-25	Sept-25
No of Grievances calls Received	18	16	32
No of Grievances calls Solved	16	16	32
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:** 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 Nov - 2025

Sl. No	Date	Particulars	Remarks
1	03.11.2025	AKMI – MFIN District Forum Meeting	Tumkur, Kolar, Chikkaballapur districts at 2.30 PM
2	04.11.2025	AKMI – MFIN District Forum Meeting	Belagavi, Dharwad, Gadag and Haveri districts
3	04.11.2025	Commercial Tax office	Visited Commercial Tax office, Tatanagar
4	06.11.2025	AKMI – MFIN District Forum Meeting	Mysore, Mandya, Chamarajanagar and Kodagu districts
5	07.11.2025	AKMI – MFIN District Forum Meeting	Hassan, Shimoga, Chikkamagalur, Udupi, Karwar (Uttara Kannada), Mangalore (Dakshina Kannada) districts
6	10.11.2025	AKMI – MFIN District Forum Meeting	Ballari, Davanagere, Chitradurga, Vijayanagar districts
7	11.11.2025	AKMI – MFIN District Forum Meeting	Bangalore Urban, Bangalore Rural and Bangalore South (Ramanagar) districts
8	12.11.2025	AKMI – MFIN District Forum Meeting	Vijayapura, Bagalkot, Koppal districts
9	13.11.2025	AKMI – MFIN District Forum Meeting	Bidar, Kalburgi, Raichur, Yadgir districts
10	17.11.2025	Visited DRCS office, Malleshwaram	We met Mr. Venkatesh, Registrar Co-operative Societies at Sahakar Bhavan, Malleshwaram.
11	20.11.2025	Met Secretary Finance (Fiscal Reforms)	Team AKMI met Dr. Vishal IAS, Secretary Finance (Fiscal Reforms) at Vikas Soudha. We also met Mr. Sunil Kurthakoti and Mr. Deshpande (Financial advisors to GOK) at Vikas Soudha.
12	20.11.2025	Visited CAGL office	We visited CAGL office, met Mr. Gururaj Rao (COO) and Mr. Vikash Kumar for discussing about upcoming AKMI event.
13	21.11.2025	Visited FKCCI	We visited FKCCI office for updating list of our EC members. Also to enquire about availability of hall for our upcoming event.
14	21.11.2025		We visited Hotel Lalith Ashok, Taj West End and ITC Windsor Manor for getting details of availability of venue and the cost.
15	25.11.2025	Sa-Dhan Conclave	Participated in Sa-Dhan Conclave on "Household Income Assessment: Account Aggregator as Enabler" at Hotel Zion, Bengaluru
16	25.11.2025	'Karnataka State Level Members Meet'	Sa-Dhan and AKMI jointly organized 'Karnataka State Level Members Meet' on 25th November 2025 from 3.30 PM to 5.30 PM at Hotel Zion, Bengaluru.
17	27.11.2025	EC Meeting (Virtual)	To discuss about 'Microfinance Karnataka Summit 2026' planned for Jan-26



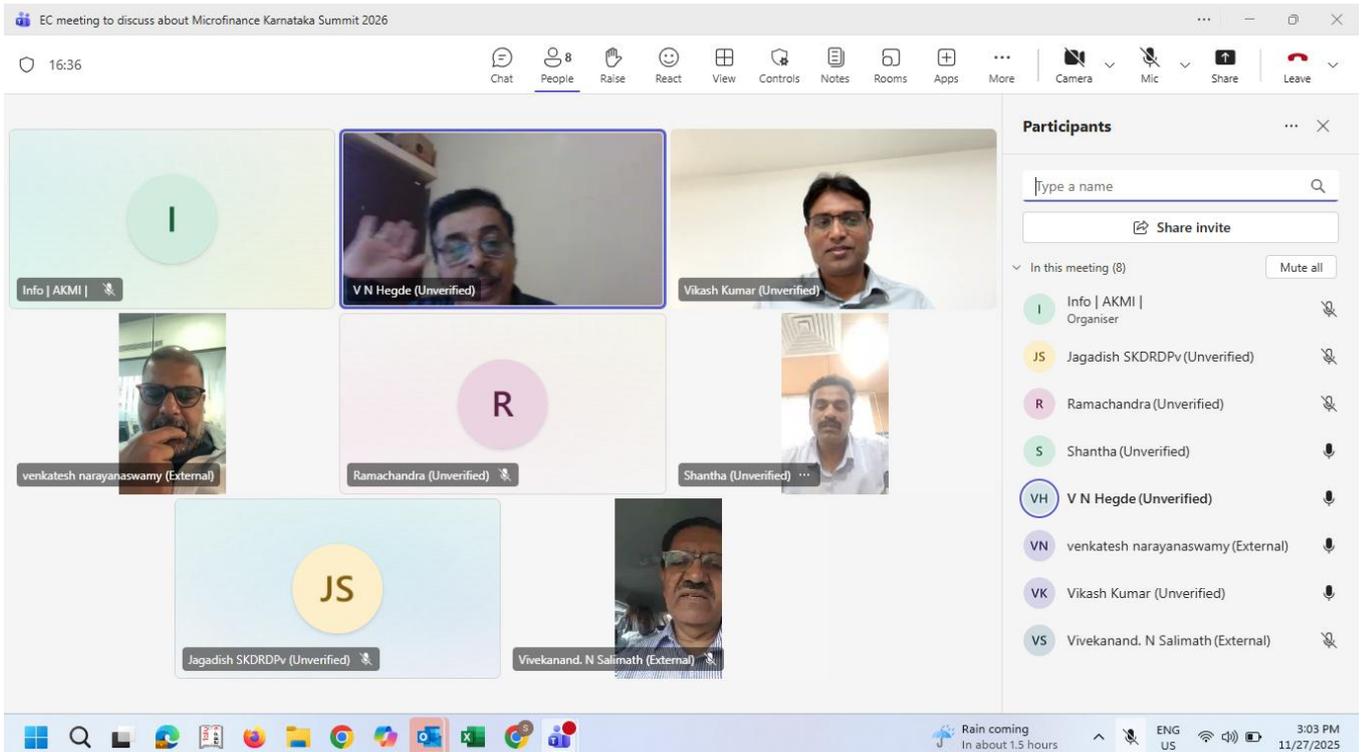
**AKMI Team met Mr. Venkatesh, Registrar co-operative Societies at Sahakar Bhavan, Malleshwaram, Bangalore on 17.11.2025**



**AKMI Team visited FKCCI office on 21.11.2025**



**Sa-Dhan - AKMI 'Karnataka State Level Members Meet' on 25th November 2025 at Hotel Zion, Bengaluru.**



**EC Meeting on 27.11.2025 to discuss about upcoming 'Microfinance Karnataka Summit 2026'**