



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

AKMI Updates: Oct - 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	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 Dec - 2025			

Contact AKMI Ombudsman:

OMBUDSMAN,

AKMI, H.NO:3, 1st Floor 1st cross
1st Main Kodigehalli Main Road
Bhadrappa Layout, Nagashettihalli,
Bengaluru 560094

Toll Free No: **1800 – 4255654**

Particulars	Oct-25	Sept-25	Aug-25
No of Grievances calls Received	16	32	21
No of Grievances calls Solved	14	32	21
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 Oct - 2025

Sl. No	Date	Particulars	Remarks
1	03-10-2025	Belagavi MFIs meeting	Attended MFIN Belagavi Special (Virtual) meeting
2	14-10-2025	MFIN State Chapter Meeting	Attended MFIN State Chapter Meeting (Virtual)
3	14-10-2025	DRCS	Visited DRCS office
4	24-10-2025	Sa-Dhan – AKMI Virtual meeting	Virtual Interface of Senior Field Managers of MFIs, SFBs & Banks Operating in Karnataka.
5	27-10-2025	Commercial Tax office	Visited Commercial Tax Office, Tata Nagar
6	28-10-2025	HR Workshop	We conducted HR workshop at Hotel Maurya, Bengaluru. Mr. Vishwachandran Nair (IIFL Samasta), Mrs. Priyanka Srivastava (AU SFB) & Mrs. Marina Alex (CAGL) made presentations on HR. 'Lawcraft' (Law Firm) CEO Mr. William Emmanuel & team spoke about legal services for businesses/loan recovery. All the sessions were well received from the participants.
7	29-10-2025	EC Meeting	EC meeting at IIFL Samasta office to discuss about the program planned in Jan-26
8	30-10-2025	Visited Commercial tax office	AKMI team visited Commercial Tax Office, Tatanagar.
9	31-10-2025	Met Hon'ble Revenue Minister (GOK)	Team AKMI met Hon'ble Revenue Minister for inviting to our upcoming program. He said he would inform after about a week.
10	31-10-2025	Met AC (Commercial Taxes)	Team AKMI met Mrs. Pushpakumari Asst. Commissioner, Commercial Taxes
11	31-10-2025	Visited NABARD	AKMI team met Mr. Prakash Chandra Das, GM NABARD
12	31-10-2025	Met SLBC Convenor	Team AKMI met SLBC convenor and CGM Mr. Bhaskara Chakravarthy
13	01-10-2025 to 19-10-2025	Street Plays	Street plays in various places of Bidar, Belagavi & Raichur district.



HR Workshop at Hotel Maurya, Bengaluru on 28.10.2025



AKMI Team (Mr. Shantha Kumar K, Mr. V N Hegde & Mr. R V Kulkarni) met Hon'ble Revenue Minister (GOK) Mr. Krishna Byregowda 31.10.2025



AKMI team met SLBC convenor and GM Mr. Bhaskara Chakravathy & Mrs. Pushpakumari Asst. Commissioner, Commercial Taxes on 31.10.2025



AKMI Team met GM, NABARD Mr. Prakash Chandra Das on 31.10.2025

Street Plays in Bidar district from 01.10.2025 to 02.10.2025



Vadagav, Bidar on 01.10.2025



Mirzapur, Bidar on 01.10.2025



Bagedal Tanda on 02.10.2025



Bapuru on 02.10.2025

Street Plays in various places of Belagavi district from 04.10.2025 to 08.10.2025



Rajanakatti village, Gokak on 04.10.2025



Gada village, Gokak on 04.10.2025



Madevala Grama Panchayath on 05.10.2025



Telaginahatti village, Gokak on 05.10.2025



Yarnal on 06.10.2025



Hanchinal on 06.10.2025



Kanasageri bus stand on 07.10.2025



Tavaga village on 07.10.2025



Near Basaveshwar circle, Ankali village on 08.10.2025



Ambedkar Nagar, Ankali village on 08.10.2025

Street Plays in various places of Raichur district from 17.10.2025 to 19.10.2025



Bagalwad on 17.10.2025



Kavithal on 17.10.2025



Maratha, Siravara on 18.10.2025



Hunachad on 18.10.2025



Kurakunda on 19.10.2025



Narabanda on 19.10.2025