ASSOCIATION OF KARNATAKA MICROFINANCE INSTITUTIONS

H.NO:3, 1st Floor, 1st Main, 1st Cross, Kodigehalli Main Road,

Bhadrappa Layout, Nagashettihalli, Bengaluru-560094

AKMI Updates: April - 2026

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	Dec-2025	Sept-2025	June-2025
MFI Members	29	29	30
No of Branches	3167	3218	3196
No of Staff	38205	38530	38838
Loan Borrowers accounts (in Lakhs)	100.72	104.83	109.04
Outstanding (Amt. in Crs.) including BCs ' fig. reflected in Bank's books	54966.81	54557.17	56251.47

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	Apr-2026	Feb- 2025	Dec - 2025
No of District in Karnataka	31	31	31
No of AKMI dist. units	30	30	30
No. of Meetings Conducted Next bi-monthly meeting will be in **June - 2026**	30	30	30

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	Apr-26	Mar-26	Feb-26
No of Grievances calls Received	17	15	12
No of Grievances calls Solved	15	15	12
Pending – i) Insurance ii) Loan not yet sanctioned iii) CB report Problems	2		

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-

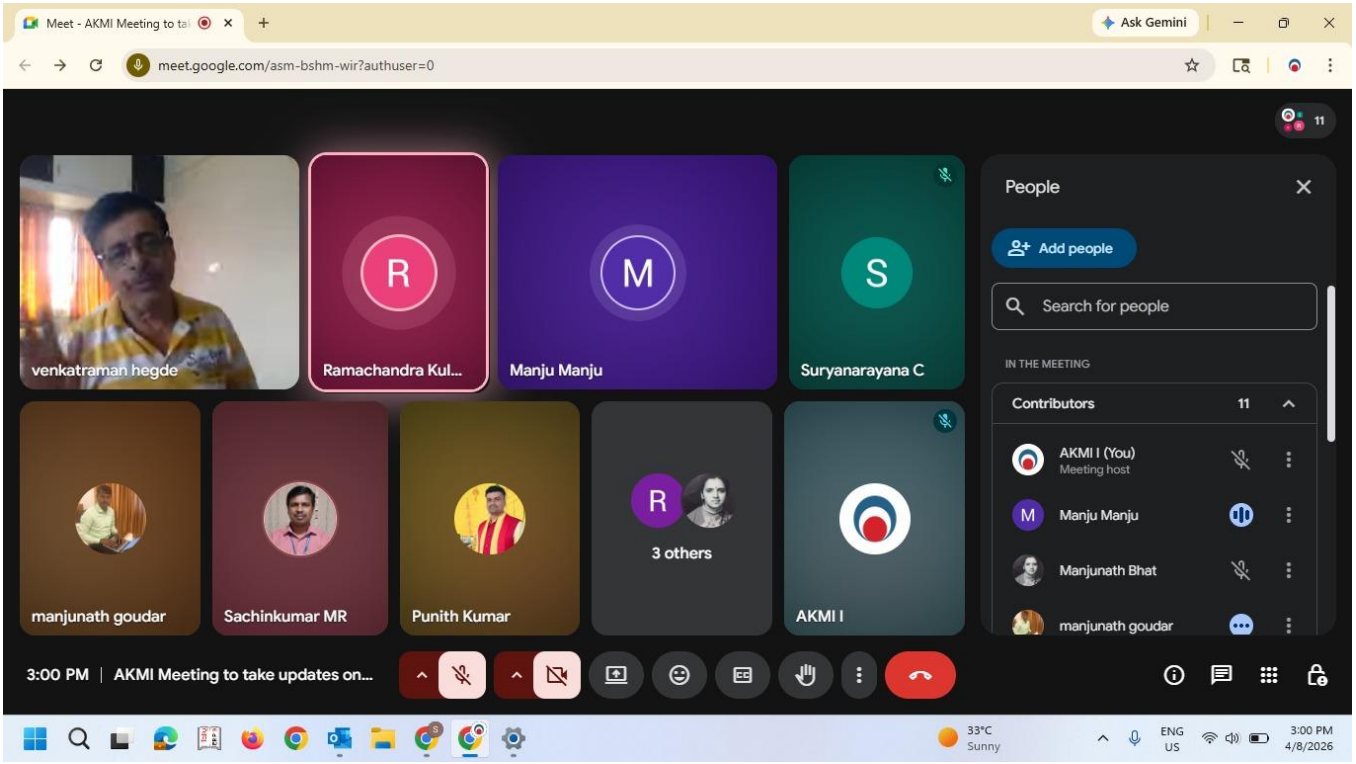
Staff behavior

Charging of higher rate of Interest than stipulated by RBI Any unreasonable delay or denial of micro credit

 # Observations: of late problems like over lending, complaints on staff behavior with customers and ring leader menace are reduced. The disbursement of loan and Collection are picking up. Many awareness programs through village meetings, street plays, media interventions are taken up.

AKMI Activities/Meetings during Apr - 2026

Sl. No	Date	Particulars	Remarks
1	08.04.2026	AKMI Special meeting	Organized virtual meeting to take updates on the bye-elections in Bagalkot and Davanagere.
2	15.04.2026	Staff motivation	Met Dr. Srinivasa Murthy (Trainer, Counsellor and Investment Consultant)
3	24.04.2026	Credit Assessment & Risk Management workshop	Organised workshop on Credit Assessment & Risk Management at Hotel I V Sanctum, Bengaluru. Mr. Manish Agarwal, Chief Risk Officer (IIFL Samasta), Mr. Chandradas K, GM - Product Head - Unsecured Business Loan (CAGL) and Mr. Subhash Mahendra, Regional Credit Manager (Ujjivan SFB) shared valuable insights on Credit Assessment and Risk Management. In the afternoon, an engaging motivational session was delivered by Mr. Srinivasa Murthy. All the sessions were highly appreciated and well received by the participants.



AKMI Special meeting to take updates on the bye-elections in Bagalkot and Davanagere on 08.04.2026

Credit Assessment & Risk Management Workshop at Hotel I V Sanctum on 24.04.2026:




Credit Assessment &
Risk Management
In Unsecured Business Loans





