



MAINSTREAMING THROUGH FINANCIAL INCLUSION

From the Management's Desk

Season's Greetings,

I am delighted to connect with all of you once again through our newsletter and hope you and your families are keeping fine.

Post the second wave of COVID-19 in Q1, I would say that the opening up of the local lockdowns from the mid of June, 2021 has helped the recovery process gain momentum in Q2, with each month being better than the previous. This will mean better figures for the entire sector for the quarter and half-year ending in September, 2021 – assuring a gradual but firm return to normalcy.

I want to highlight how strong, resilient and organised the sector is and the Assam Government MFI Relief Scheme (AMFIRS21) is an excellent example of the same. From a difficult situation in late 2019 and 2020, to working with the Honourable Chief Minister of Assam and his administration team to finalise a first in the country MFI relief scheme is a great achievement. As AMFIRS21 gets rolled out after the signing of the MoU, it will go a long way to getting Assam back as one of the best states in India for MFI business. I am indeed honoured to be nominated as the Lead of the Steering Committee of the 37 lenders active in Assam for the AMFIRS21 implementation.



I had the privilege of meeting the Honourable Union Finance Minister Ms. Nirmala Sitharaman-ji last week at her imposing North Block office in New Delhi. Having seen the Group Annual Impact Report 2020 which focused on gender, she gave us, Mr. Vineet Rai, Founder and Chairman, Aavishkaar Group, Ms. Soumya Suryanarayan, our Group Impact Lead and me an opportunity to meet her.

During the meeting, we briefed her on the humble beginnings of the Group, its journey to where we are today, while I gave an update on the MFI sector - thanking her for the support on liquidity provided by the Reserve Bank of India and the Department of Financial Services both, last as well as this year.

In line with our continued focus on the digital MFI roadmap we are working on, Arohan launched the 'Apna Arohan' Customer App last quarter. Using facial recognition technology, this app once downloaded on the smartphone of the client would give her all account details, allow her to review her payment history, loan outstanding and also facilitate a cashless payment through the gateway, apart from flagging off a client service call. With the paperless origination, 'Nirnay' our credit scoring model currently under beta-testing, the 'meraArohan' app for our loan officers, 'Sanjaya' the field tracking portal and now the 'Apna Arohan' customer app, we are truly on our way to be India's first digital MFI. Our 'Khaas' product offering, the 'Sahbhaagi' reward programme and 'Hum Hain Naa' Balance Transfer product are already unique offerings in the MFI sector.

I thank you all for your support and extend warm wishes for a great festive season ahead.

Warm regards,

Manoj Kumar Nambiar
Managing Director

In the News

Arohan introduces new Dwelling Insurance Product in partnership with Magma HDI



Arohan introduced a new insurance product - Dwelling Insurance Cover in partnership with Magma HDI.

This insurance provides protection to 'Kutchra' and 'Pucca' houses against several types of natural calamities and damages.

The coverage is valid for two years up to a Sum Assured of INR 1 Lakh. This product comes in a combo with a health insurance product that provides a daily benefit of INR 500 upon hospitalization for a duration of two years.

Our first customer to purchase this product is Mrs. Mina Devi with her husband Mr. Daroga Thakur.

Arohan participates in a webinar conducted by Sa-Dhan



In the month of October, 2021, Mr. Ranjan Das, Chief Risk Officer represented Arohan as a panelist at a Webinar on the Best Practices on Risk Management in the microfinance industry conducted by Sa-Dhan. Dr. P. Satish, Executive Director of Sa-Dhan hosted the webinar that was followed by an open house discussion.

The Webinar was attended by industry veterans including Mr. Atul, Co-Founder of Prime M2i Consulting, Mr. Ajit Velonie, Director of CRISIL Ratings and Mr. Karuna Moorthi, Director of Microfinance and Gold Financial Institutions - Credit Risk & Monitoring, Northern Arc Capital.

In the News

Arohan recognised among the 'TOP 25 SAFEST WORKPLACES IN INDIA'



Arohan Financial Services Limited has been recognized as one of the Top 25 Safest Workplaces in India in a virtual awards ceremony held on December 9, 2021, organized by the KelpHR PoSH Awards®.

The event was held in the presence of eminent jury members Ms. Mabi Taipodia Jini, Member Secretary, Arunachal Pradesh State Commission for Women, Ms. Rituparna Chatterjee, Deputy Asia Editor, The Independent; Ms. Indira Rangarajan, Digital Content Head, Mirchi, Ms. Gauri Das, TEDx Speaker and Ms. Meghana Shrinivas, Chief Executive Officer, TrustIn, and Ms. Smita Shetty Kapoor, Chief Executive Officer, KelpHR.

“Sexual harassment at the workplace, and in society in general, is an evil. Together, I am confident that we can and we will successfully continue Preventing, Prohibiting and Redressing sexual harassment at the workplace for all our associates. The credit for this award goes to the entire POSH Internal Committee of Arohan, and our Management, who is committed to providing a safe, inclusive and diverse work environment for all of Arohan’s associates,” says Ms. Reema Mukherjee, Presiding Officer of Arohan’s POSH Internal Committee.

Thought Leadership

The Financial Express published an article featuring Mr. Manoj Nambiar on the Assam Government's roll out of the Microfinance Relief Scheme.



In the month of November 2021, the Financial Express published an article featuring Mr. Manoj Nambiar, Managing Director, Arohan Financial Services Limited on

the Assam Government’s roll out of the Microfinance Relief Scheme.

In the article, Mr. Nambiar said, that “From November 28, the government will start distributing cheques to the Category 1 customers, who were regular in repayments without any dues as of March 31, 2021. Each customer will receive a sum of INR 25,000 or outstanding whichever is lower as an incentive to them to continue maintaining good credit discipline. Over 10 lakh customers will get this benefit, and roughly INR 2,000 crore is what the government’s paying out for this category.”

To read the entire article [Click Here](#)

Interview of Managing Director with Navbharat Times



Arohan Financial Services gets featured in a story titled, ‘Microfinance sector returns to growth track’ by Navbharat through an exclusive interview of Mr. Manoj Nambiar, Managing Director of Arohan. The interview

has been published in the print version, as well as released through online portals.

[Click Here](#) to read the full version.

RBI announces Monetary Policy in the month of December 2021

The Reserve Bank of India, in the month of December 2021, announced its bi-monthly monetary Policy. Commenting on the same, Mr Manoj Nambiar, Managing Director, Arohan Financial Services and Ex-Chairperson, Governing Board of MFIN, said “The RBI has continued with its line of support for growth, given the changing economic dynamics due to COVID-19. Today’s announcements will help support growth should the third wave disrupt the current economic momentum. Their stance on remaining ‘accommodative’ will go a long way in the sustainable recovery of the Indian economy.

In addition, the RBI has reinstated its increase in acceptance for digital payments by taking a concerted view on various aspects of facilitating better digital adoption, a definite way forward for the financial inclusion industry in India”.

[Click Here](#) to read the full version.

MFIN to launch natural catastrophe insurance cover for micro borrowers



In an article published on Business Standard, journalist Manojit Saha wrote about the Natural Catastrophe insurance product that the Microfinance Institutions Network (MFIN), our Self-Regulatory Organisation is planning to introduce

for borrowers to protect them against such natural catastrophe events. Managing Director of Arohan, Mr Manoj Nambiar said, “With effects of climate change visible now it makes immense sense to offer a natural calamity cover for our micro borrowers so that they get covered in such a situation and do not slip into delinquency and NPA.”

[Click Here](#) to read the full version.

ESG Initiatives

Medical Camps conducted in Bihar to protect customers from flood borne diseases



In the month of October, 2021, Arohan, in its initiatives to ensure the well being of its customers, organised health camps in the flood affected areas of Bihar, in partnership with Microfinance Institution Network (MFIN) through 'Doctors For You', a society registered under the Societies Registration Act 1860.

Post devastating floods in Bihar, several districts under the areas of Arohan's operation were severely affected. Although water had started receding in many villages and districts and families had begun returning home, there was a potential danger of water-borne

diseases, over and above the ongoing threat and impact of the COVID-19 pandemic. To provide immediate health support and care to our customers, Arohan, along with MFIN organised health camps in five branches of the affected districts.

The camps were held in branches of Sugauli, Nathnagar, Samastipur, Lalganj and Dhaka, benefiting 1,234 customers. The medical team appointed by 'Doctors For You' conducted diagnosis and held treatment camps in the said locations.

'Doctors For You' has over the past 14 years, established itself as an organisation with technical capacity to respond to different types of humanitarian crises, be it natural or man-made disasters, and specializes in offering medical facilities (including health camps) in disaster-hit areas.

Voice of Customer

"Over time, my business, as well as, my association with Arohan has seen growth and I was able to enrol both my sons into schools," says Jhumpa



Jhumpa is among those entrepreneurs who are fulfilling their dreams with Arohan's flagship financial inclusion product, Saral. She took her first loan from Arohan around 6 years back to support her family of four members consisting of her husband and two sons. With the loan amount, she revamped her bag trading business, which was temporarily shut down due to the family's financial crisis at the time. Her business has grown over the years and she has now taken a loan of INR 50,000 from Arohan. She has invested the money into increasing the inventory of bags, which she and her husband sell at a bustling marketplace in West Bengal.

More power to entrepreneurs like her!