



October 2023

From the Management's Desk

Greetings,

I am delighted to connect with all of you for a Quarter 2, and half-year-end update on our journey at Arohan.

As I highlighted in our previous newsletter, we are back to growth in a viable and stable environment and today serve over 2.1 million borrowers with a credit outstanding of over INR 6000 Cr across 18 states, through our 940 branches with a staff strength of over 8800. What makes us different is we would strive to report a unique Net NPA Zero position again! Our credit rating got upgraded to A- with a positive outlook and we look forward to a further rerating with our half-year and the next quarter financials.

We revisited our old 5-year Vision post-pandemic with our stakeholders and are happy to unveil a new **Vision 2028 – to impact 28 million lives by 2028.**



The Assam Microfinance Incentive & Relief Scheme (AMFIRS'21) progressed to Cat 3 which seeks to provide relief to NPA borrowers as of March 2021. The honourable Chief Minister of Assam, himself gave away the initial cheques of row 1 with account balances up to INR 25k to the lenders and also a few eligible borrowers at a function in Guwahati, Assam. On behalf of Arohan, I received a cheque of INR 35Cr from the Chief Minister himself as a relief to our borrowers in row 1. We have been a

lender in Assam since 2010 and feel this will clearly pave the way for a gradual return to normalcy – hopefully, the heyday when Assam used to be one of the Top 3 states in India on portfolio quality, is not very far away.

Our expansion plan has now opened our presence in Gujarat and to the borders of Maharashtra near Madhya Pradesh & Gujarat. We continue to look for alliance opportunities in the South while working on our own branch presence and expansion.

I am pleased to announce Sumit Mukherjee as our new Chief Business Officer, and Abhiroop Chatterjee as our new Deputy Business Head for South. We continue to focus on strengthening our management bandwidth across the business and enabling functions.

Let me wish all of you a very happy & auspicious Puja, coming up next week with Maa Durga's blessings to you, and your near & dear ones.

Warm Regards,
Manoj Kumar Nambiar,
Managing Director

In the News

Mr. Manoj Kumar Nambiar elected as the Vice Chairperson to the new MFIN Governing Board



In August 2023, Mr. Manoj Kumar Nambiar, Managing Director, Arohan Financial Services Limited has been elected as the Vice Chairperson to the new Board of MFIN, the microfinance industry Self-Regulatory Organisation along with Mr. Udaya Kumar Hebbar, MD of CreditAccess Grameen Limited as the Chairman.

Arohan launches Suraksha Kavach



In September 2023, Arohan Financial Services launched 'Arohan Suraksha Kavach', a Mediclaim product for Customers, in partnership with Care Insurance.

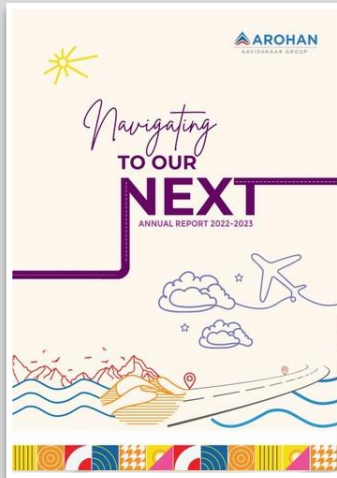
In the News

Arohan launched Annual Report FY22-23

In August, 2023, Arohan launched its Annual Report FY22-23: 'Navigating To Our Next'. The Report was launched by the esteemed Board of Directors of Arohan led by the Chairman, Mr. Dinesh Kumar Mittal at the Annual General Meet held on August 7, 2023.

The theme affirms that Arohan's customers are on a constant quest for growth in their journey forward. Just as its customers, across rural and semi-urban geographies of India, Arohan too is constantly in a quest for better engagement, better experience, better returns, and better profitability. This Annual Report depicts Arohan's journey of realising the collective potential of its customers, employees, lenders, partners, you, and us that redefines the Company's 'NEXT'.

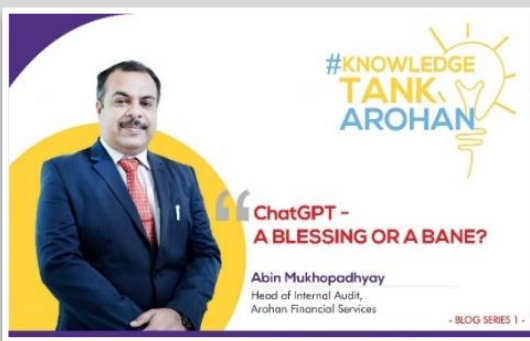
Click [HERE](#) to read the full Annual Report



The Hon'ble CM of Assam hands over Cat III, Row 1 cheque of INR 35 Cr to Mr. Manoj Kumar Nambiar



On September 23, 2023, Mr Manoj Nambiar, Managing Director, Arohan joined the Hon'ble Chief Minister of Assam, Shri Himanta Biswa Sarma at the Assam Microfinance Incentive and Relief Scheme (AMFIRS) Cat III launch function, in Guwahati. One of the most momentous days in the history of microfinance, Assam Government helps the customers through the Relief scheme and the Managing Director of Arohan received the Cat III, Row 1 cheque personally from the Hon'ble Chief Minister. This remarkable achievement was celebrated at the Aavishkaar Group Head Office in Mumbai.



Arohan launches #KnowledgeTankArohan, a proprietary Blog series

In September 2023, Arohan Financial Services launched 'KnowledgeTankArohan', a proprietary blog series by the thought leaders of Arohan. The content provides opportunity to gain new insights on a vast range of topics. The first blog 'CHAT GPT- a Blessing or a Bane?' has been penned by Mr. Abin Mukhopadhyay, Head of Internal Audit. Click [HERE](#) to read.

Thought Leadership

Mr. Manoj Nambiar was an esteemed speaker at the Acuite Ratings Webinar

On September 26, 2023, Mr. Manoj Nambiar, Managing Director, Arohan Financial Services Limited, was an eminent speaker in the session on Microfinance in India: Macro Positive at the Acuite Ratings webinar. Other esteemed speaker included Dr. Alok Misra, CEO, MFIN India.



Thought Leadership

Mr. Manoj Nambiar opined on the current approach of microfinance in India, in an interaction with Business Standard

On September 27, 2023, Mr. Manoj Nambiar, Managing Director, Arohan Financial Services Limited, interacted with The Business Standard with his views on the current approach of microfinance institutions in India.

The article also gathered insights from other leading luminaries of the microfinance sector. *"I don't want to sound alarmist, but it pays to be cautious," says Manoj Kumar Nambiar, Managing Director (MD) of Arohan Financial Services, a micro-finance institution (MFI)"*, quotes the article.



Arohan gets featured in MoneyControl



On July 27, 2023, Arohan Financial Services Limited gets featured in MoneyControl where Mr. Manoj Nambiar, Managing Director, speaks about digital lending in microfinance, in an exclusive interaction with Mr. Jinit Parmar of Moneycontrol.

"The NBFC-MFI currently has Rs 50 crore of AUM under its digital lending pilot, and plans to have an AUM of around Rs 2,000 crore in the next two to three years." *"The microfinance segment, which has played a crucial role in bridging the gap between formal lenders and the unbanked rural segments, will see digital lending as the new key driver of growth and inclusion, said Manoj Nambiar"*, quotes the article.

Ms. Reema Mukherjee represented Arohan as an esteemed panelist at the Rural Conclave, 2023

On August 25, 2023, Ms. Reema Mukherjee, Head of Digital Growth, Arohan Financial Services joined as an eminent panelist at the 4th edition of Rural Conclave, 2023 organized by the Rural Marketing Association of India in New Delhi.



She spoke on the topic of Digitech where she spoke about the increasing significance of mobile phones in rural India and its impact on rural consumer buying behavior, advantages of mobile-first strategy and the role of technology in business growth.

Mr. Sumit Mukherjee represented Arohan as an esteemed panelist at the 16th Banking Colloquium, 2023



On September 28, 2023, Mr. Sumit Mukherjee, Chief Business Officer, Arohan Financial Services Limited, represented Arohan as an

esteemed panelist in the session on Financial Inclusion and Rural Banking at the 16th Banking Colloquium at ITC Sonar, Kolkata. The session was moderated by Mr. Samir Agarwal, Director, Indcap Advisors and Co-Founder, NEEV Credit. Other esteemed panelists included Smt. Olea Bora, General Manager, North Eastern Development Finance Corporation Limited and Mr. Shachindra Nath, Vice Chairman & Managing Director, UGRO Capital.

Engagement Initiatives

Arohan initiated Livelihood Promotion Project and Duckling Distribution Programme at Mayurakshi, West Bengal

In the months of July and August, 2023, Arohan initiated a Livelihood Promotion Project and a Duckling Distribution Programme at Mayurakshi, West Bengal along with implementing partner Gram Jagat. The Livelihood Promotion Project is an ongoing project wherein theoretical training on bio compost, organic vegetable and backyard poultry has been given to the beneficiaries followed by practical training sessions. As a part of this project, Arohan distributed paddy (dhan) seeds to 258 participants and five ducklings each to a total of 200 beneficiaries to provide an additional source of income for the household.



Arohan launches SWAGATAM, first in-house recruitment and selection portal



On August 16, 2023, Arohan Financial Services Limited announced the launch of 'SWAGATAM', its first in-house recruitment and selection portal. The unique platform will not only help automate and streamline the bulk recruitment process at the field level but also help in increasing field hiring efficiency, optimising time and effort, and helping generate real-time analytics on application to closure processes. Additionally, the portal will enhance the application experience for the Candidates and provide transparency in communication.

Voice of Customer

"I am thankful to Arohan for helping me in my business. Earlier, I was very nervous about availing a loan, but the representatives of Arohan guided me about their loan repayment process which helped me gain confidence. After the renovation of my shop, my customers have increased and my family has earned respect in society", says Malay.



Malay Bar is a customer of Arohan's Bazaar product from the Kholapota branch in West Bengal. He is a graduate and owns a small garments business. Due to lack of funds, Malay was not able to repair and maintain his shop. During the rainy season last year, most of his products got damaged due to water seepage in his shop. That is when he approached Arohan Financial Services for a loan.

Malay is a first-time loanee and got his first loan from Arohan this year. He has invested the loan amount in his business by repairing his shop. Malay is now happy with the stable condition of his shop, as well as his business. This year, he has been able to keep more garments in his shop which has also led to an increase in his sales. Malay aspires to start a fishery business next by getting a loan from Arohan.

More power to entrepreneurs like him!