



October 2024

From the Management's Desk

Greetings,

Season's Greetings to all of you starting with PujO followed by Diwali soon – may the year ahead bring lots of good health, wealth & cheer to you and your families.

Quarter 2 of this business year has been a busy one with lots to report: I am honoured to have been elected as the Chair of the Governing board at MFIN, the first microfinance sector Self-Regulatory Organisation (SRO) recognised by the RBI. Given the uptick in delinquency we saw in Q1, MFIN moved to announce a set of new self-regulatory guidelines called as the “Guard Rails” to promote disciplined lending in the sector across entity types – banks and non-banks. We will keep track and do the needful on an ongoing basis to ensure quality with quantity. At Arohan, our expansion plans saw us entering Tamil Nadu offering the full suite of JLG Saral, Micro Enterprise Loan and also our unique Arohan Privilege in this mature microfinance market. It is heart-warming to note that the team has already launched an “all women” branch at Gobichettipalayam (Trichy) in that state already! Our pushing the envelope on the IT platform continues – after being the first to get the RBI/UIDAI and the Government of India approval, we finally launched the eKYC using Aadhar in our South Zone as a pilot to be rolled out across by Q3. Our field team now uses a location and activity tracking software from Dista to optimise the coverage & performance of our ground level staff. Our unique “Sahbaagi” customer reward and loyalty programme has now been launched across to help re-establish the 'Center' as the key interaction area between our borrowers and our field employees. In a testimony of our commitment to quality, the Company overall got recognised with the prestigious ISO 9001:2015 certification from BSI. Our MFI Alliances business crossed a milestone of INR 500Cr working with smaller & medium MFIs with products like Sourcing & Collections / Term Loans and also DA arrangements. We are also delighted to announce the appointment of Mr. Jose Kottoor, and ex ED at the RBI as an Independent Director on the board at Arohan.

Employees continue as a key focus area and after being declared 35th in the Top 100 all India at GPTW rankings, we have also been recognised among the India's 50 large Best workplaces for Women and Millennials. Towards the same effort, the Company has launched it's first employees social network called Arohan SOCIAL facilitating employee communication, appreciation and collaboration.

I thank you all for your interest in our business at Arohan – truly appreciate your continued support & good wishes.

Warm regards,
Manoj Kumar Nambiar
Managing Director



Mr. Manoj Kumar Nambiar, Managing Director, Arohan Financial Services Limited has been elected as the Chairperson to the Board of Microfinance Industry Network (MFIN), the industry Self-Regulatory Organisation on July 6, 2024 alongwith Mr. Vireet Chatterjee, Managing Director of Svatantra Microfin Pvt. Ltd. as the Vice Chairperson for the year 2024-25.

In the News

Arohan records a milestone Aadhaar-enabled eKYC driven underwriting



In a milestone achievement, Arohan emerges as one of the first NBFC-MFIs to get approval and implement Aadhaar-enabled eKYC as per the Gazette Notification issued by Ministry of Finance, Department of Revenue, dated, 8th April, 2022 for allowing select NBFCs for Aadhaar eKYC. The Company has launched the Aadhaar based e-KYC on the field in the last week of September, 2024 in Bangalore.

Mr. Manoj Nambiar, Managing Director, said, “Today marks a significant milestone for our organisation and the industry as a whole. Successfully implementing Aadhaar-enabled eKYC not only enhances our underwriting efficiency with authentic KYC but also strengthens our commitment to financial inclusion. This innovative solution empowers us to serve our customers better, ensuring that even the most underserved communities have access to essential financial services. We are indeed proud to have been one of the first NBFC MFI's to receive this approval from RBI, UIDAI and GOI and thank all concerned.”

In the News

Arohan Financial Services Limited receives the Certificate of Registration for Quality Management System: ISO 9001:2015 by BSI



Arohan has successfully received the Certificate of Registration for Quality Management System: ISO 9001:2015 for the entire organisation. ISO 9001 certification implies that Arohan implemented a robust process driven working system conforming to Quality Management System (QMS) that meets internationally recognized

standards set by the International Organisation for Standardisation (ISO), demonstrating our commitment to consistently delivering high-quality services by maintaining well-defined processes and procedures, ultimately aiming to enhance customer satisfaction and improve overall business performance.

Arohan successfully initiates Solarisation of branches!

In September, 2024, Arohan successfully initiates Solarization of its first branch in West Bengal with



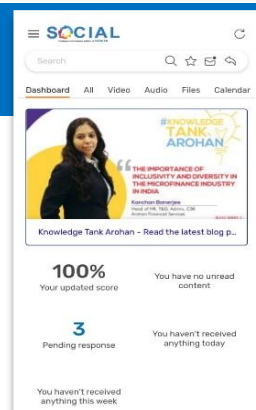
the successful installation of Solar Inverter and panels. The Rajarhat Branch in West Bengal becomes the first branch to benefit under Arohan's 'green' endeavour in partnership with d.Light.

This installation will help address the power shortage issue at the branch with sufficient power backup facility to run the printer, ensuring continuity of work with reduced electricity consumption. Midnapore2, Garkha and Jahanabad branches are next in the pipeline under this initiative, and eventually all the Model Branches will be converted through this programme.

Arohan goes live with SOCIAL - a communication platform for all employees

In July 2024, Arohan launched the SOCIAL app, an end-to-end communication platform for all the employees of Arohan.

The SOCIAL app is designed to keep the Arohan family connected and informed like never before. This comprehensive platform offers a wealth of features, allowing employees to access the latest business updates, policies, notices, contest details, R&Rs, and many more — all in one place and in the language of their choice. The application is available in the employee portal - MeraArohan for both web and mobile versions.



Arohan Website is now available in 10 Indian languages



From the month of July, 2024, Arohan Website is available in 10 Indian languages. This

process improvement will enhance customer and stakeholder experience and will also allow our stakeholders to explore our services in their preferred language for a more accessible experience. The languages available in the website are Assamese, Bengali, Gujarati, Hindi, Kannada, Marathi, Odia, Punjabi, and Urdu.

Arohan's MFI Alliances vertical recorded a disbursement of over INR 50 Cr in August'24



In the month of August, 2024, Arohan's MFI Alliances vertical disbursed an amount of over INR 50 Cr, including a breakthrough Term Loan disbursement of INR 30 Cr to Village

Financial Services, one of the oldest microfinance institutions in West Bengal.

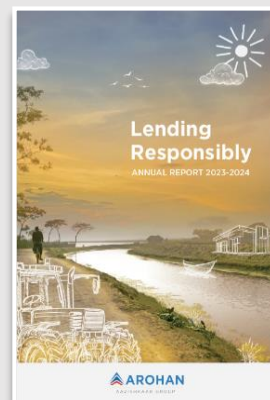
In the News

Arohan released its Annual Report FY 23-24

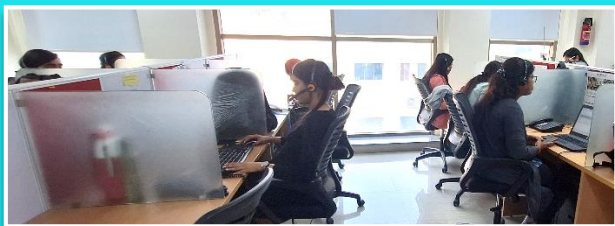
In August, 2024, Arohan released its **Annual Report for the year 2023-24: LENDING RESPONSIBLY**.

It is believed that only a true leader takes responsibility for all his stakeholders. At Arohan Financial Services Limited, as part of the Aavishkaar Group, it is our belief that as we navigate the intricate landscape of microfinance in India, it's imperative to anchor our efforts in principles of responsibility and sustainability to successfully move forward in the journey of industry leadership. For Arohan, responsible lending entails transparency and fairness not only for its customers, but also for its employees, its partners and lenders, and most importantly the industry and the environment as a whole.

This Annual Report is a depiction of the Company's pledge to ethical conduct, social impact, and financial sustainability – a commitment to Lending Responsibly. Click [HERE](#) to read the full Annual Report.



Arohan's IVR System is now available in 8 regional languages



Arohan's call center IVR system now supports a range of languages to better serve customers, and support the field officers in their operations. Customers can now interact with the IVR system in languages like *Hindi, English, Bengali, Odia, Assamese, Gujarati, Marathi, and Kannada*. This enhancement is designed to make Arohan's services more accessible and user-friendly, offering support in multiple languages, to provide a smoother and more personalized experience for all the customers.

Arohan achieves a milestone of 50 Branches in the South

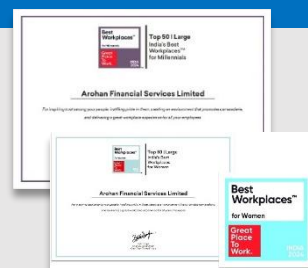
Arohan has successfully launched and made operational its 50th branch in the South. This achievement reflects Arohan's commitment to expanding financial inclusion and providing essential services to underserved communities.



Thought Leadership

Arohan has been recognised among India's Best Workplaces for Millennials and Women 2024: Top 50 (Large)

Arohan has been recognised among India's Best Workplaces™ for Millennials and for Women 2024: Top 50 (Large), in an assessment undertaken by the Great Place To Work® Institute. The achievement recognises the organisation's significant contribution to the vision of making India a Great Place To Work For All™. The CEO of Great Place to Work India, Mr. Balbir Singh in his letter to Arohan's Managing Director wrote, *"We applaud the workplaces that epitomize forward-thinking leadership and prioritize the holistic well-being of millennial employees."*



Thought Leadership

#KnowledgeTankArohan's blog penned by Ms. Kanchan Banerjee, Head of HR, Admin, T&D and CSR gets featured on The Financial World



In the month of July, 2024, our latest blogpost of #KnowledgeTankArohan penned by Ms. Kanchan Banerjee, Head of HR, Admin, T&D and CSR, Arohan Financial Services Limited gets featured on The Financial World. The blog sheds light on the Importance of Inclusivity and Diversity in the Microfinance Industry in India.

The article quotes, "Inclusivity and diversity are fundamental cornerstones of the microfinance industry in India, crucial for fostering equitable access to financial services and ensuring that all segments of society can benefit from its transformative potential." Read the full article by clicking [HERE](#).

Mr. Manoj Nambiar, attended CareEdge Webinar as a speaker

Mr. Manoj Nambiar, Managing Director of Arohan and Chairperson of the MFIN Governing Board, recently shared his insights as a speaker at the CareEdge Webinar, focusing on the emerging challenges facing microfinance institutions (MFIs).



Arohan Financial Services Limited wins the Coaching Culture Circle Award 2024-25

On September 19, 2024, Arohan has won the Coaching Culture Circle Awards 2024-25 in the Rising Star Category in a virtual annual conference, organised by uExcelerate and sponsored by International Coaching Federation, USA. On behalf of Arohan Financial Services Limited, the award was received by Ms. Kanchan Banerjee, Head of HR, Admin, T&D and CSR along with Mr. Kedar Nath Mukherjee, Head of T&D.



Engagement Initiatives

New born babies benefit from the Hearing Screening Intervention in

In July 2024, Arohan, in partnership with Vaani Deaf Children's Foundation, conducted screening and early detection of hearing impairment for newborn babies in Assam. Through this programme, Arohan has now impacted 2500 newborns in Assam and West Bengal, with early detection of hearing loss. The parents of the newborns have also been provided with proper counseling with respect to their child's hearing impairment.



Engagement Initiatives

Arohan stands in support with the victims of flood in Assam



In the month of August 2024, Arohan Financial Services Limited, as a part of its Corporate Social Responsibility, expressed solidarity with the victims of flood in Assam. A quick response was initiated through the Company's Regional Offices in Assam, by way of distribution of dry ration kits to 1800 beneficiaries.

Arohan organised eye checkup camps in several districts of Rajasthan

Arohan recently hosted a series of eye checkup camps across various districts in Rajasthan, including Barmer, Sindhri, and Sanchoe. These camps aimed to deliver crucial eye care services to local communities, focusing on raising awareness about eye health while providing free screenings and consultations.



With a dedicated team of skilled optometrists and healthcare professionals, Arohan successfully reached hundreds of individuals, identifying vision problems and facilitating referrals for those requiring further treatment. This initiative underscores Arohan's commitment to enhancing health and well-being in underserved areas, ensuring that everyone has access to essential eye care services. In total, 666 beneficiaries received vital support through this programme.

Voice of Customer

Reflecting on her journey, Renuka says, "My first loan from Arohan was a joyous moment. Their support has empowered me to dream big and achieve my goals."



Madligere Renuka hails from Davangere, Karnataka. She works in the corn field, and now she also wants to start a dairy business by investing in a cow. She transformed her life with a microfinance loan from Arohan.

To support this goal, she has secured a loan of INR 59,000 through ArohanPrivilege, Arohan's exclusive digital loan sourcing platform, thanks to her impressive credit score. This marks her first loan cycle with Arohan, and she is thrilled with the ease and efficiency of managing her loan through this innovative platform.

Renuka's journey reflects her ambition and the empowering support of digital financial services. Her success story highlights the positive impact of responsible microfinance, inspiring others in her community to pursue their dreams.

More power to entrepreneurs like her!