



October 2025

From the Management's Desk

Seasons Greetings,

I am delighted to connect with all of you through the Company's quarterly newsletter - let me start off by wishing all of you a Happy Pujo, Diwali & Chhath this October.

The external environment in the microfinance sector remained volatile, with field staff dedicating most of their time to collections and recovery. Our proactive approach, tightening credit underwriting norms and strengthening collections and recovery processes after the pandemic, has kept us in good stead compared to other market players. Since July 2024, new business activity across the sector has improved, supported by stricter guidelines introduced through the MFIN Guard Rails, our sector's Self-Regulatory Organisation. It is our belief that the positivity created with GST cuts, cash flows from the harvest and festive season activities will help borrowers come back on repayment track on their loans.

I wish to thank the Reserve Bank of India, our regulator, for their patience and understanding for us to be an entity which is viable and growing. This approach has helped us update many of the operating policies since last year to be viable and grow.

Almost 40% of our borrowers happen to have Arohan as their sole lender and I am delighted to inform you that we have launched "**Arohan Khaas**", a special product offering for such loyal customers which includes a special status, loyalty points and a pre-approved credit limit.

We are pleased to be part of the Credit Guarantee FMU cover for our microfinance business since June 2025, which will help us better manage the volatile credit costs in the medium term. As of September 2025, all 1,073 of our branches have been activated with the Aadhaar e-KYC facility - an approval we received as a first in the microfinance sector: ensuring full authenticity in verifying borrower identities. Our industry-first offerings, Arohan Privilege (designed for seasoned microfinance borrowers) and the Micro Enterprise Loan (MEL), are gaining strong traction, supported by the comprehensive mainstreaming we have implemented across most branches.

On our Quality BSI Certifications, we completed the transition and re-certification to ISO 27001:2022 last quarter. Our participation in the National Apprenticeship Programme has been recognised as one of the best in east India by the Board of Practical Training (Eastern Region).

Our unique MFI Alliances business is scaling up - we serve over 35 small and medium sized MFIs and NBFCs with products like term Loans, Direct Assignment and also a Sourcing & Collection (Business Correspondent type) arrangement.

I am delighted to share that we received the "Innovative CSR Practices" Award at the Eastern India Leadership Awards in early October 2025. Arohan collaborates closely with the Aavishkaar Foundation - its flagship programme dedicated to nurturing entrepreneurship among school and college students in eastern Uttar Pradesh. Additionally, we actively support relief efforts during natural calamities across the 17 states where we operate.

Our senior management remains actively engaged in the sector. Our Head of Internal Audit serves as President of the Institute of Internal Auditors (IIA) India, Calcutta Chapter, covering Eastern India. Additionally, our Deputy CEO & CFO, together with our CRO, have conducted capacity-building sessions for local microfinance institutions. I am honoured to serve as Vice Chairman of the Association of Microfinance Institutions - West Bengal (AMFI-WB), the regional MFI association, while continuing to hold a position on the Board of MFIN, the national MFI Self-Regulatory Organisation.

I thank all of you for your continuous support and good wishes.

Warm regards,
Manoj Kumar Nambiar
Managing Director

In the News

Mr. Manoj Kumar Nambiar elected as the Vice Chairman of the Board of Trustees of AMFI-WB



On August 22, 2025, Mr. Manoj Kumar Nambiar, Managing Director of Arohan Financial Services Limited, was elected as the Vice Chairman of the Board of Trustees of the Association of Microfinance Institutions - West Bengal (AMFI-WB) at its Annual General Meeting.

On this occasion, Mr. Nambiar said, "*I feel deeply privileged to be entrusted with this responsibility by the distinguished Board of Trustees of AMFI-WB, one of the first sector associations in the country in our home market of West Bengal. This recognition is not mine alone—it reflects the unwavering support of the Aavishkaar Group, the credibility and reputation of Arohan, and the collective commitment of our sector to advancing financial inclusion. With my board position at MFIN, the sector's first SRO, I look forward to working closely with all stakeholders to further collaborate, strengthen the microfinance ecosystem and create meaningful impact.*"

Founded in 2006, AMFI-WB is a microfinance association with 49 member organisations, working to support women from poor families in rural and urban West Bengal to establish stable livelihoods.

In the News

Mr. Manoj Kumar Nambiar attends the NBFC Symposium 2025, organised by DFS India

In July 2025, Union Finance Minister Smt. Nirmala Sitharaman interacted with senior leaders from top NBFCs at the NBFC Symposium 2025, organised by DFS India in New Delhi. Among the attendees were Mr. Manoj Kumar Nambiar, MD – Arohan Financial Services Limited & Ex-Chairperson of the Governing Board, MFIN India along with Union MoS Finance Shri Pankaj Chaudhary, Shri M. Nagaraju (Secretary, DFS India), senior DFS officials & MDs/CEOs of leading Public Sector Banks.



Arohan recognised among the top organisations for apprenticeship programmes by the Board of Practical Training (Eastern Region)

In the month of September, 2025, Arohan Financial Services Limited has been recognised among the top organisations for apprenticeship programmes by the Board of Practical Training (Eastern Region). Arohan was awarded this honour for its significant contribution to the National Apprenticeship Training Scheme (NATS)-the Government of India's flagship programme aimed at skilling the youth in various trade disciplines.



Arohan released its Annual Report for the year 2024-25



On August 12, 2025, Arohan released its Annual Report for the year 2024-25: **FOR THE PEOPLE, BY THE PEOPLE, OF THE PEOPLE** in the presence of our esteemed Board Members. The Annual Report this year reflects how Arohan, despite a challenging FY 24-25, remained committed to enhancing every aspect of the business, from adopting cutting-edge technology to refining processes and policies.

Mr. Manoj Kumar Nambiar meets Assam Government to deliberate on the next steps of AMFIRS'21

On August 18, 2025, Mr. Manoj Nambiar, Managing Director, Arohan Financial Services Limited and the Lead of the Steering Committee of the 37 MFI lenders in Assam liaising with the State Government on the AMFIRS'21, along with other eminent delegates from the NBFC-MFI industry met the Assam Government to deliberate on the next steps related to the Microfinance Incentive and Relief Scheme in Guwahati.



Thought Leadership

'Balancing profitability with purpose is the key' - Exclusive interaction of Mr. Manoj Kumar Nambiar with Financial Express

On September 16, 2025, an exclusive interaction of Mr. Manoj Kumar Nambiar was published on Financial Express.

"Microfinance is a pillar of Viksit Bharat. But it needs nurturing, and we must balance profitability with purpose. If investors don't see returns, they won't fund growth. And without growth, we risk pushing millions back into the arms of moneylenders. That's the real cost of inaction," Mr. Nambiar says in the interview. [Click here](#) to read the full article.



Thought Leadership

“Microfinance as key engine of financial inclusion: How it can be made a strong pillar of Viksit Bharat” – Authored article by Manoj Kumar Nambiar for The Economic Times



In the month of July 2025, Mr. Manoj Kumar Nambiar, Managing Director of Arohan Financial Services Limited, shared his insights on **“Microfinance as a Key Engine of Financial Inclusion: How It Can Be Made a Strong Pillar of Viksit Bharat”** in a featured article for The Economic Times. [Click here](#) to read.

#KnowledgeTankArohan's blog penned by Mr. Pradiip Kumar Nath, gets published in Finance Outlook



On July 26, 2025, the latest blogpost of #KnowledgeTankArohan penned by Mr. Pradiip Kumar Nath, Assistant Vice President, Internal Audit, got published in Finance Outlook. The article sheds light on **“The Backbone of Business Integrity: Corporate Governance and the Crucial Role of Auditors”**. [Click here](#) to read the full article.

Engagement Initiatives

Arohan hosted Newborn Hearing Screening programme in West Bengal, Assam, and Meghalaya



In the month of July 2025, Arohan hosted Newborn Hearing Screening programme in West Bengal, Assam, and Meghalaya, marking a significant step towards early detection of hearing loss. So far, in this financial year, 553 newborns have been screened, enabling timely diagnosis and intervention to support healthy growth and development.

Arohan conducted Blood Donation Camp



In the month of July 2025, Arohan organised a noble Blood Donation Camp at its Head Office, reinforcing the organisation's commitment to social responsibility and community well-being. Employees came forward with great enthusiasm to contribute to this life-saving cause.

Engagement Initiatives

Arohan organised Financial Literacy Programme with AMFI-WB



Starting July 2025, Arohan, in collaboration with AMFI-WB, has rolled out a Financial Literacy Programme on borrower sensitization engaging over 1140 women across five districts of West Bengal so far. The ongoing programme focuses on enhancing awareness about financial management, responsible borrowing, and informed decision-making, thereby empowering women to build stronger financial futures for themselves and their families.

Health Checkup Camps hosted for communities in several states



In the months of August and September, 2025, Arohan has successfully conducted 15 Health Camps across Tamil Nadu, Karnataka, Rajasthan, Bihar, Jharkhand, and Uttar Pradesh, reaching out to over 2,250 beneficiaries. These camps, part of Arohan's commitment to community well-being, are among the 58 planned initiatives aimed at promoting health awareness and providing essential medical support to underserved communities.

Voice of Customer



"I am grateful to Arohan for supporting my small tailoring business in Ratlam. Managing my loan online has made things much easier for me, and I truly appreciate Arohan's trust and continued support."

Krishana Kasera, hailing from Ratlam, Madhya Pradesh, is a valued customer of Arohan. As the proprietor of a small tailoring venture, she has diligently upheld a spotless track record of repayments, earning her eligibility for a loan amount of INR 75,000 via ArohanPrivilege, the exclusive digital loan sourcing platform offered by Arohan. This marks Krishana's second loan cycle with Arohan, and she expresses immense satisfaction in efficiently managing her loan account through this innovative platform.

More power to entrepreneurs like her!