



**Q1 OPERATIONAL HIGHLIGHTS FOR SFB SUBSIDIARY**

The outreach of Utkarsh Small Finance Bank Limited (USFBL) expanded through 215 Banking Outlets [including 55 General Banking (GB) Outlets & 160 Micro Banking (MB) Outlets, besides 194 Micro Finance business locations and 7 standalone Retail Assets business locations, which shall soon be merged with the Banking Outlets] in 128 Districts of 11 States pan India.

As per the Provisional and Unaudited figures, as at the close of Q1 FY2019, the Micro Finance Outreach had 1,620,196 active clients with Loan Portfolio of ₹29,991.2 Mn. The Retail Assets Business (including MSME Loans) had 12,201 active client base with Loan Portfolio of ₹1,093.6 Mn and Housing Loan Business had 339 active client base with Loan Portfolio of ₹193.6 Mn. The total Assets Portfolio of USFBL was ₹34,137.6 Mn, as on June 30, 2018. Total number of active accounts in the liability business were 61,408 with ₹24,305.4 Mn of Deposits base.

A comparative summary of the operational highlights of the Bank is as below:

OUTREACH	As on Jun 30, '18	As on Mar 31, '18	As on Mar 31, '17
<b>Microfinance Outreach</b>			
No. of States	10	10	10
No. of Districts	112	110	110
No. of Micro Banking (MB) Outlets	160	111	1
No. of Micro Finance (MF) Outlets	194	241	350
Total No. of Centres	107,710	101,082	79,670
Total No. of Groups	407,248	384,051	321,326
Active Client Base	1,620,196	1,512,377	1,152,324
Loan Portfolio Outstanding (₹ in Mn) <sup>#</sup>	29,991.2	28,424.8	15,301.6
<i>*(Including Managed Portfolio)</i>	<i>748.6</i>	<i>1,037.7</i>	<i>197.0</i>
<b>Retail Assets including Micro, Small &amp; Medium Enterprises Loans</b>			
No. of States	9	8	7
No. of Districts	38	32	22
No. of MSME Business Locations	42	35	23
Active Client Base	12,201	13,214	16,911
Loan Portfolio Outstanding (₹ in Mn)	1,093.6	1,034.1	782.6
<b>Housing Loans</b>			
No of States	6	6	2
No. of Districts	18	18	3
No. of Housing Business Locations	18	18	3
Active Client Base	339	300	161
Loan Portfolio Outstanding (₹ in Mn)	193.6	152.3	52.2
<b>Wholesale Lending Business</b>			
Active Client Base	20	19	-
Loan Portfolio Outstanding (₹ in Mn)	2,825.4	2,467.4	-
<b>Liabilities Business</b>			
No. of States	11	11	4
No. of Districts	47	45	4
No. of General Banking Outlets	55	53	4
Total No. of Accounts	61,092	34,945	2,916
Total Deposits base (₹ in Mn)	24,305.4	21,938.7	186.3
<b>Number of ATMs</b>			
On-site ATMs	63	58	4
Off-site ATMs	34	29	1
<b>TOTAL</b>	<b>97</b>	<b>87</b>	<b>5</b>



**Employee Base:**

Number of Employees	As on Jun 30,'18	As on Mar 31,'18	As on Mar 31,'17
<b>A. Utkarsh CoreInvest Ltd. Total</b>	<b>4</b>	<b>3</b>	<b>4</b>
<b>B. Utkarsh Small Finance Bank Ltd. Total</b>	<b>5,671</b>	<b>5,142</b>	<b>3,847</b>
<i>Micro Banking Vertical</i>	<i>3,845</i>	<i>3,475</i>	<i>2,886</i>
<i>Retail Assets Vertical</i>	<i>505</i>	<i>532</i>	<i>343</i>
<i>Liabilities Vertical</i>	<i>683</i>	<i>601</i>	<i>318</i>
<i>Others including Support &amp; Control Teams</i>	<i>638</i>	<i>534</i>	<i>300</i>
<b>C. Utkarsh Welfare Foundation Total</b>	<b>30</b>	<b>32</b>	<b>33</b>
<b>Grand Total (Utkarsh) (A+B+C)</b>	<b>5,705</b>	<b>5,177</b>	<b>3,884</b>

- **Corporate Social Responsibility (CSR) Initiatives:** Utkarsh Welfare Foundation (UWF) further increased the beneficiary outreach as below:

Initiatives' Particulars	As on Jun 30,'18	As on Mar 31,'18	As on Mar 31,'17
<b>Financial Awareness Program</b>			
No. of Programs	10,243	9,236	5,077
No. of Beneficiaries	2,53,138	2,37,302	1,23,523
<b>Health Program</b>			
No. of Regular Poly Clinics	680	643	477
No. of Locations Covered	08	08	08
No. of Beneficiaries	59,262	55,157	40,714
No. of Mobile Van Poly Clinics	717	682	370
No. of Locations Covered	15	15	15
No. of Beneficiaries	1,20,622	1,15,494	62,106

- **Conversion of UMFL licence from NBFC-MFI-ND-SI to NBFC-CIC-ND-SI:** The NBFC-MFI-ND-SI (Non-Banking Financial Company - Micro Finance Institution - Non-Deposit - Systemically Important) licence of Utkarsh Micro Finance Ltd. (UMFL) was changed to NBFC-CIC-ND-SI (Non-Banking Financial Company - Core Investment Company - Non-Deposit - Systemically Important) by Reserve Bank of India w.e.f. May 03, 2018. The licence of UMFL has been converted from NBFC-MFI to NBFC-CIC as UMFL has ceased doing microfinance business after sale of its business to Utkarsh Small Finance Bank Ltd. through BTA (Business Transfer Agreement).
- **Inauguration of Banking Outlets:** USFBL launched 51 new Banking Outlets pan India. This included 2 new GB Outlets (1 in Uttarakhand & 1 in Uttar Pradesh), 2 MB Outlets in Chhattisgarh and conversion of 47 erstwhile MF Outlets into MB Outlets (25 in Bihar, 3 in Haryana, 2 in Jharkhand, 4 in Madhya Pradesh, 12 in Uttar Pradesh and 1 in Uttarakhand).

Hence, the pan India Banking Outlet outreach of USFBL as on June 30, 2018 was as under:

Status as on	States	Districts	General Banking Outlets	Micro Banking Outlets	Total Banking Outlets	Micro Finance Business Location	Total Business Locations
Jun 30, '18	11	128	55	160	215	194	409
Mar 31, '18	11	125	53	111	164	241	405

Note: The total number of standalone MSME Outlets as on June 30, 2018 stood at 7, thereby making a total of 416 (409+7) Business Locations of Utkarsh.



### Milestones in Liabilities Business during Q1:

- **Milestone 50,000 Active Savings Account:** USFBL achieved the milestone of opening 50,000 Savings Accounts. Senior Management congratulated the Branch Team Members for their sincere effort on this remarkable achievement.

### Milestones in Micro Banking during Q1:

- **Cashless Disbursement of all JLG Loans:** USFBL has started cashless disbursement for its JLG Loans across Micro Banking & Micro Finance Branches w.e.f. June 01, 2018.
- **Landmark Achievement in Portfolio Outstanding:** Five (5) Micro Banking Outlets, (Bara-Chakiya, Bettiah, Jakiyari (Raxaul), Motihari and Siwan) crossed the milestone of crossing ₹20 crore of Portfolio Outstanding per Branch till June 30, 2018. Also, Allahabad Region crossed the milestone of ₹300 crore for JLG portfolio during Q1.
- **Disbursed Over 4,000 JLG Swachhata Loan:** After launching the 'Utkarsh Swachhata Loan' product on March 16, 2018, the Bank disbursed 4,029 loans of ₹25,000 each amounting to over ₹10.07 crore till June 30, 2018.

### Marketing and Branding Initiatives during Q1:

- **Utkarsh Logo Registration with "Registered Trademark":** Utkarsh Logo has been registered with the Registrar of Trademarks. Utkarsh can now use Registrar Mark ® with Utkarsh Logo in various communications as a sign of "Registered Trademark".
- **55,000+ Followers on Facebook:** During the quarter, USFBL crossed the milestone of having 55,000 followers on its Facebook Page.
- **USFBL New Website Launched (Jun 15, 2018):** USFBL launched a new website [www.utkarsh.bank](http://www.utkarsh.bank) with a new look and more responsive features.
- **Social Media Campaigns:** USFBL also organised Social Media Campaigns with the themes as #BankMoreGrowMore for April 2018, #BankingThatSimplifies for May 2018 and #SecuredDigitalBanking for June 2018.
- **Digital & Radio Campaign:** The Bank took up ATL (Above The Line) and BTL (Below The Line) Marketing Activities aligned with Branch Inaugurations. Social media Digital campaigns along with Radio campaigns and branding through hoardings and banners were also taken up across select locations and railway Stations.

### Events / Conferences / Seminars

- **Utkarsh received MFIN Awards, 2018:** USFBL won the **Microfinance Institutions Network (MFIN) Awards, 2018** in the category of "Effective Grievance Redressal Systems". The jury was of the opinion that Utkarsh Small Finance Bank's open approach to receive clients' complaints is laudable. Encouraging complaints to be logged to understand the issues at the grassroots level and using complaints resolution as a learning opportunity for our colleagues differentiated us from other applicants in this category. **Mr. Trilok Nath Shukla**, Business Head - Micro Banking received the award on behalf of Utkarsh in the event at Taj Palace, New Delhi on May 24, 2018.





- **1 Day's Seminar on "GST & Companies Act, 2013" (Apr 28, 2018):** During the quarter, Utkarsh in-association with Chapter of (NIRC-ICSI) Northern India Regional Council of The Institute of Company Secretaries of India and Mahatma Gandhi Kashi Vidyapeeth (MGKVP), Varanasi organised a full day Seminar on "GST & Companies Act, 2013" in Varanasi on Saturday, April 28, 2018. At the conference, researchers, academicians, policy makers, industrialists and other professionals from various fields deliberated on the topic and shared their views with the researchers and young professionals. They also shared their experiences on various developments, new challenges and emerging areas. **Mr. Trilok Nath Shukla**, Head- Micro Banking of USFBL and **Mr. Neeraj Kumar Tiwari**, CS UMFL represented Utkarsh at the forum.

### New incumbents in Senior Management

- **Mukund Barsagade, Chief Financial Officer**

He has an overall experience of 23 years in Financial Management. His last assignment was with FINO Payments Bank as Chief Financial Officer. Prior to that, he had worked with multinationals like India Factoring (a subsidiary of FIMBank, Malta), Experian India, GE Capital and Transamerica Apple in various roles. He is a Chartered Accountant (ICAI) and Commerce Graduate from Nagpur University, Maharashtra. He has also done Diploma in IFRS (DipIFRS) from ACCA, UK.



- **Nikhil Kumar, Head - New Initiatives**

He has over 17 years in BFSI & IT sector. His last assignment was with Sharekhan BNP Paribas Financial Services as Associate Vice President looking into implementation of Digital Lending Platform and Credit operations. He had also worked with State Bank of Patiala, Oracle, TCS & Intellect in various roles in his earlier stint. He has done Post Graduate Diploma in Management (PGDM) from IIM- Indore. He is a CAIIB from IIBF & has Project Management Professional (PMP) certification from Project Management Institute (PMI), US.



### SUCCESS STORIES - as client speak "..."

I am Sharmila, wife of Mr. Kamlesh, a native of Gopiganj, which comes under Allahabad city. My husband is an auto driver and the income earned was not enough to meet the household expenses.

Seven years ago, I met with an Utkarsh official who briefed me about the process to avail a loan by becoming active member of JLG. Hence, I could think of utilizing my skills in income generating activities. After knowing this, I decided to take small loan from Utkarsh. Having a long discussion with my husband, we decided to take the initial loan of ₹10,000/-. We opened a grocery shop. Slowly and gradually, we decided to sell grocery items. To increase the sources of earnings, one of my relatives suggested to add cosmetic items in my shop. We discussed at home and took





subsequent loan of ₹20,000/- and kept the range of cosmetic products. Within two months our sales increased up to ₹15,000/-.

Day by day, sale of grocery shop was increasing and now we have higher income. Over and above running the household expenses, we also save ₹2,000/- per month. Today, with the grace of God and regular help of Utkarsh, all my three children are studying in a good school. We thank Utkarsh for having supported us when we needed it the most.

- *Ms. Sharmila, a resident of Gopiganj, Allahabad, is a client of USFBL's Allahabad Branch.*

### EMPLOYEE SPEAK "..."

"My Journey with Utkarsh started in Oct 2009. I have been fortunate enough to work with some of the most brilliant minds I have ever come across. During these years, I experienced that business growth should be aligned with social objective. Utkarsh Success Mantra is sustainability and scalability in all its initiatives. There is tremendous amount of freedom and visibility here for employees to enhance their career.

Apart from achieving professional excellence, I have also felt a sense of belonging here. Personally, it has been very satisfying to get an opportunity to coordinate with the Senior Management. Excellent working environment and growth opportunity is the driving force to perform at Utkarsh."

- *Excerpts from a talk with Mr. Indra Deo Pandey - AVP – Risk Management, USFBL*





**PHOTO GALLERY: UTKARSH ACTIVITIES**



**MFIN Awards, 2018**



**Launch of General Banking Branches during Q1: Agra Branch, Uttar Pradesh (Apr 10, 18); Dehradun Branch, Uttarakhand (May 29, 18).**



**Launch of Micro Banking Branches during Q1:**  
**Maihar** Branch, Madhya Pradesh (Apr 09, 2018); **Mauganj** Branch, Madhya Pradesh (Apr 10, 2018); **Anuppur** Branch, Madhya Pradesh (Apr 11, 2018); **Kakarmatta** Branch, Uttar Pradesh (Apr 11, 2018); **Panagar** Branch, Madhya Pradesh (Apr 12, 2018); **Malviya Nagar** Branch, Haryana (Apr 16, 2018); **Raghnathpur** Branch, Bihar (Apr 17, 2018); **Kanker** Branch, Chhattisgarh (Apr 18, 2018); **Mairwa** Branch, Bihar (Apr 18, 18); **Barni** Branch, Bihar (Apr 23, 18); **Workshop Road** Branch, Haryana (Apr 23, 18); **Ladwa** Branch, Haryana (Apr 25, 18); **Jamalpur** Branch, Bihar (May 04, 2018); **Kaptanganj** Branch, Uttar Pradesh (May 04, 2018); **Chhutmalpur** Branch, Uttar Pradesh (May 07, 2018); **Bansi** Branch, Uttar Pradesh (May 08, 2018).



**Laksar** Branch, Uttarakhand (May 08, 2018); **Rajapur** Branch, Uttar Pradesh (May 08, 2018); **Naugarh** Branch, Uttar Pradesh (May 09, 2018); **Manjhi** Branch, Bihar (May 11, 2018); **Madanpur** Branch, Bihar (May 15, 2018); **Dighwara** Branch, Bihar (May 16, 2018); **Kharjarwa Road** Branch, Uttar Pradesh (May 16, 2018); **Babura** Branch, Bihar (May 22, 2018); **Sonaru** Branch, Bihar (May 22, 2018); **Chatro** Branch, Jharkhand (May 28, 2018); **Jamuee** Branch, Uttar Pradesh (May 31, 2018); **Godda** Branch, Jharkhand (May 06, 2018); **Mashak Chak Ghantaghar** Branch, Bihar (Jun 06, 2018); **Sugauli** Branch, Bihar (Jun 06, 2018); **Areraj** Branch, Bihar (Jun 07, 2018); **Dildarnagar** Branch, Uttar Pradesh (Jun 07, 2018); **Olandganj** Branch, Uttar Pradesh (Jun 07, 2018); **Wadrafnagar** Branch, Chhattisgarh (Jun 07, 2018); **Bara Chakia** Branch,

Bihar (Jun 11, 2018); **Auta** Branch, Bihar (Jun 13, 2018); **Bairiya** Branch, Bihar (Jun 13, 2018); **Bakhri** Branch, Bihar (Jun 13, 2018); **Dahaur** Branch, Bihar (Jun 13, 2018); **Gogri Jamalpur** Branch, Bihar (Jun 13, 2018); **Khagaria** Branch, Bihar (Jun 13, 2018); **Khatopur** Branch, Bihar (Jun 13, 2018); **Motipur** Branch, Bihar (Jun 13, 2018); **Phulwariya** Branch, Bihar (Jun 13, 2018); **Piro** Branch, Bihar (Jun 13, 2018); **Susta** Branch, Bihar (Jun 13, 2018); **Tamkuhi Road** Branch, Uttar Pradesh (Jun 15, 2018); **Bhurarani Rudrapur** Branch, Uttarakhand (Jun 26, 2018); **Jhanjharpur** Branch, Bihar (Jun 26, 2018); **Ghazipur** Branch, Uttar Pradesh (Jun 28, 2018).

**UTKARSH IN NEWS**

**उत्कर्ष बैंक की आगरा में शाखा शुरू**

खारागसी। उत्कर्ष स्मॉल फाइनेंस बैंक ने उत्तर प्रदेश में अपनी बैंकिंग सेवाओं का विस्तार करते हुए आगरा में अपनी नई बैंकिंग शाखा का परिचय किया। उत्कर्ष स्मॉल फाइनेंस बैंक के प्रबंध निदेशक एवं मुख्य कार्यकारी अधिकारी मनिंदर सिंह ने बताया कि नूतन में अपनी सेवाओं का विस्तार आगरा के नए शाखा के माध्यम से कर रहे हैं। बैंक अपने विस्तार कार्यक्रम के अंतर्गत 380 से अधिक माइक्रो शाखाएं खोलने की योजना है, जहां पर सुविधाएँ बैंकिंग सेवाएं उपलब्ध होंगी। बैंकों के पास सुदूर का एंटीएच नेटवर्क के माध्यम से आगरा से अधिक सेवाएं करने का विकल्प है।

**Jansandesh**

**USFB has 15 general banking branches in UP**

**Pioneer**

The Utkarsh Small Finance Bank (USFB) has now as many as 15 general banking branches in UP including one opened in Agra. Besides, the bank also has as many as 316 micro banking/micro finance branches in state. The Managing Director and Chief Executive Officer...

**बैंकिंग सेवाओं से वीचियों को वित्तीय साक्षरता प्रदान करना लक्ष्य : गजय**

**Dainik Bhaskar**

मैरवा में उत्कर्ष स्मॉल फाइनेंस बैंक का उद्घाटन

बैंक विदेशी बैंकों में लिफ्ट बनना है। उन्हें बताना कि बैंक बैंकिंग एवं वित्तीय सेवाओं के लक्ष्य में उत्कर्ष स्मॉल फाइनेंस बैंक का उद्घाटन कर रहा है।

**Dainik Bhaskar**

For Queries and Suggestions, please write to: **Utkarsh CoreInvest Ltd**  
S-24/1-2 | 4<sup>th</sup> Floor | Mahavir Nagar | Orderly Bazar | Mahavir Mandir  
Varanasi | Uttar Pradesh – 221002 Mobile # +91 7518903414;  
E-mail ID: [communication@utkarshcoreinvest.com](mailto:communication@utkarshcoreinvest.com) website: [www.utkarshcoreinvest.com](http://www.utkarshcoreinvest.com)

**Disclaimer:** This publication contained general information about Utkarsh Group (comprising Utkarsh CoreInvest Limited, Utkarsh Small Finance Bank Limited and Utkarsh Welfare Foundation) and is meant for circulation to the Shareholders, Employees and Branches of Utkarsh Group to apprise them of the latest developments under various broad heads on best effort basis.