



Q1 OPERATIONAL HIGHLIGHTS FOR SFB SUBSIDIARY

The outreach of Utkarsh Small Finance Bank Limited (USFBL) expanded through 440 Banking Outlets [including 65 General Banking (GB) Outlets & 375 Micro Banking (MB) Outlets in 141 Districts of 11 States pan India.

As per the Provisional and Unaudited figures, as at the close of the FY2019-20, the Microfinance outreach had 20,65,109 active clients with Loan Portfolio of ₹43,606.1 Mn. The Retail Assets Business (including MSME Loans) had 9,346 active client base with Loan Portfolio of ₹1,757.7 Mn and Housing Loan Business had 596 active client base with Loan Portfolio of ₹425.5 Mn. The total Loans & Advances Portfolio of USFBL was ₹48,636.7 Mn, as on June 30, 2019. Total number of active accounts in the liability business were 2,18,280 with ₹40,380.7 Mn of Deposits base.

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

OUTREACH	As on Jun 30, '19	As on Mar 31, '19	As on Mar 31, '18
Microfinance Outreach			
No. of States	10	10	10
No. of Districts	120	120	110
No. of Micro Banking (MB) Outlets	375	375	111
No. of Micro Finance (MF) Outlets	-	-	241
Total No. of Centres	1,24,653	1,23,039	1,01,082
Active Client Base	20,65,109	20,00,214	15,12,377
Loan Portfolio Outstanding (₹ in Mn) [#]	43,606.1	41,387.0	28,424.8
[#] (Including Managed Portfolio)	6.01	124.99	1,037.7
[#] (Including Business Correspondent Business)	757.3	609.9	-
Retail Assets including Micro, Small & Medium Enterprises Loans			
No. of States	10	10	8
No. of Districts	40	40	32
No. of MSME Business Locations	43	46	35
Active Client Base	9,346	10,868	13,214
Loan Portfolio Outstanding (₹ in Mn)	1,757.7	1,649.3	1,034.1
Housing Loans			
No of States	7	7	6
No. of Districts	17	18	18
No. of Housing Business Locations	17	18	18
Active Client Base	596	554	300
Loan Portfolio Outstanding (₹ in Mn)	425.5	382.0	152.3
Wholesale Lending Business			
Active Client Base	24	23	19
Loan Portfolio Outstanding (₹ in Mn)	2,638.5	2,725.5	2,467.4
Liabilities Business			
No. of States	11	11	11
No. of Districts	53	48	45
No. of General Banking Outlets	65	61	53
Total No. of Accounts	2,18,280	2,01,960	34,945
Total Deposits base (₹ in Mn)	40,380.7	37,913.9	21,938.7
Overdraft against Fixed Deposit (₹ in Mn)	208.9	1,265.6	-
Number of ATMs			
On-site ATMs	93	88	58
Off-site ATMs	36	36	29
TOTAL	129	124	87





Employee Base:

Number of Employees	As on Jun 30,'19	As on Mar 31,'19	As on Mar 31,'18
A. Utkarsh CoreInvest Ltd. Total	07	06	03
B. Utkarsh Small Finance Bank Ltd. Total	6,563	6,282	5,142
<i>Micro Banking Vertical</i>	<i>4,366</i>	<i>4,289</i>	<i>3,475</i>
<i>Retail Assets Vertical</i>	<i>434</i>	<i>323</i>	<i>532</i>
<i>Liabilities Vertical</i>	<i>969</i>	<i>824</i>	<i>601</i>
<i>Others including Support & Control Teams</i>	<i>794</i>	<i>846</i>	<i>534</i>
C. Utkarsh Welfare Foundation Total	22	23	32
Grand Total (Utkarsh) (A+B+C)	6,592	6,311	5,177

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

Initiatives' Particulars	As on Jun 30,'19	As on Mar 31,'19	As on Mar 31,'18
Financial Awareness Program			
No. of Programs	14,379	13,521	9, 236
No. of Beneficiaries Outreach	3,25,208	3,11,086	2, 37, 302
Health Program			
No. of Regular Poly Clinics	842	816	643
No. of Locations Covered	08	08	08
No. of Beneficiaries Outreach	87,423	82,423	55,157
No. of Mobile Van Poly Clinics	1,022	972	682
No. of Locations Covered	20	15	15
No. of Beneficiaries Outreach	1,80,370	1,69,342	1,15, 494

Utkarsh's Events Diary for Q1:

- **Inauguration of Banking Outlets:** USFBL launched 4 new General Banking Outlets pan India. This included 1 in Jharkhand, 1 in Madhya Pradesh, 1 in NCT of Delhi, 1 in Uttar Pradesh. Hence, the pan India Banking Outlet outreach of USFBL as on June 30, 2019 was as under:

Status as on	States	Districts	General Banking Outlets	Micro Banking Outlets	Total Business Locations
Jun 30, '19	11	141	65	375	440
Mar 31, '19	11	139	61	375	436

- **₹1,000 crore Retail Term Deposits:** As on June 12, 2019, USFBL crossed the milestone of having ₹1,000 crore of Retail Term Deposits (RTD).
- **Ratings:** CARE Ratings Limited has reaffirmed the rating as CARE A (Single A; outlook: stable) for Long Term Bank Facilities Non-Convertible Debentures and Long Term Tier II bonds. ICRA Limited has upgraded the short term rating to ICRA A1+ (pronounced ICRA A one plus) from ICRA A1 (pronounced ICRA A one) for Certificate of Deposit.
- **Utkarsh Organized Press Meet on Closing of FY2018-19:** A Press Meet was organized at Varanasi on April 04, 2019 to update media on Utkarsh Banking Services. On this occasion Mr. Govind Singh, MD & CEO as a panel of the Press Meet along with Mr. Mukund Barsagade (CFO), Mr. Trilok Nath Shukla (Head- Micro Banking), Mr. Virag Jain



(Head- HR & Training) and Mr. Rahul Sinha (Head- Retail Assets) shared Utkarsh journey highlights during the FY2018-19 and future aspirations with Media. On the same day an Interview of Mr. Govind Singh, MD & CEO was broadcasted on Radio City 91.9 FM, Varanasi to share on the USFB journey and initiatives of customer delight services.

- **Social Media Campaigns:** The Bank also organised Social Media Campaigns with the themes as #UmmeedSeJyaada for April 2019, #NewUmmeed for May 2019 and #USFB for June 2019.

- **Utkarsh's CSR (Corporate Social Responsibility) Activities:**

As a part of Corporate Social Responsibility initiatives, Utkarsh Welfare Foundation (UWF) activated several events during this quarter including a **Buyer & Seller Meet** on May 04, 2019 at Varanasi to enhance the knowledge of buying skills for women. Also, Plantation activity was organized in the adopted villages (namely Bhimchandi, Deendasapur, Dholapur, Karnadadi and Mehmedpura under Arajiline block in Varanasi district) on the occasion of "World Environment Day" on June 05, 2019.

Utkarsh Welfare Foundation (UWF) organised a Blood Donation Camp on the occasion of "World Blood Donor Day" with Utkarsh Small Finance Bank Ltd. (USFBL) at Pt. Deen Dayal Upadhyay Hospital, Varanasi on June 14, 2019.

New incumbents in Senior Management

- **Dibakar Dasgupta, Head - Liabilities**

He has an overall experience of 22 years in the area of Business Development & Distribution, Customer Care and Client Engagement, Operational Process Improvement and Risk Mitigation, People Development and Wealth Management. His last assignment was with Suryoday Small Finance Bank as Head – Branch Banking & Marketing. Prior to that, he had worked with Indusind Bank, Kotak Securities, Centurian Bank of Punjab and ABN Amro Bank N.V among others. He has done a BA in Economics from Osmania University, Hyderabad. He has also done Diploma in Hotel Management from Institute of Hotel Management.



- **Prafullachandra Digambar Jadhav, Head – Legal**

He has an overall experience of 20 years in Banking law, Financial law, Recovery law, Contract law, Labour law, Corporate law and other Legal areas. His last assignment was with IDBI Bank as Senior Manager – Legal. Prior to that, he had worked with Maharashtra State Financial Corporation among others. He has done an LL.M (Latin Legum Magister) from Shivaji University, Kolhapur, Maharashtra.





• **Vinay Prakash Tripathi, Company Secretary**

He is a qualified Company Secretary with more than 14 years of rich and diverse experience of working with Private Sector Banks and NBFCs. Prior to joining Utkarsh, he was the Company Secretary & Compliance Officer (SEBI) of RBL Bank Limited. He has also stint with L&T Financial Services and YES Bank Limited. He was also involved in digitalization of Ministry of Corporate Affairs (MCA21) in 2004 and was heading the Mumbai Public Facilitation Centre Office.



• **Pranav Kumar Dwesar, DVP - HR & Training**

He has an overall experience of 15 years in Human Resources Management. He is specialized in Payroll Management, MIS, Labour Laws and Employee Exit Management. His last assignment was with E&Y as a Project Manager. Prior to that, he had worked with Spandana Sphoorty Financial Ltd., Kotak Mahindra Bank Ltd., Yes Bank Ltd., American Express India Pvt. Ltd., and Daksh eServices, among others. He has done a PGDM (Post Graduate Diploma in Management) from Management Development Institute, Gurgaon.



• **Sachin Vasan Nair, DVP - Branding & Marketing**

He has an overall experience of 14 years in Internal Branding, Digital and traditional media campaign, Product launches and Marketing Collateral Development. His last assignment was with All Cargo Logistics as Global Marketing Senior Manager. Prior to that, he had worked with V-Xpress, Vectone Mobile Ltd., Dainik Bhaskar and Lowe Lintas among others. He has done a Post Graduation Diploma in Management for Executives (PGPMX) from IIM, Indore.



• **Mervin Dlima, Zonal Head- Corporate Support Services**

He has an overall experience of 22 years in Real Estate & Facility Management. His last assignment was with IndiaBulls Housing Finance Limited as DGM – Head Admin. Prior to that, he had worked with Yes Bank Limited, Euronet Services India Private Limited, ICICI Bank Limited and Tata Donnelly among others. He has done a MBA (Master in Business Administration) from NMIMS University, Mumbai, Maharashtra.



• **Deepinder Preet Singh, National Sales Manager- Housing Loan**

He has an overall experience of 19 years in Business Development, Channel Management, Key Account Management and establishing Direct Business. His last assignment was with Bajaj Finance Ltd. as RSM- Home Loans. Prior to that, he had worked with HDB Financial Ltd., Indiabulls Financial Services Ltd., Reliance Money Ltd., ICICI Bank Ltd., Nestle India Ltd. among others. He has done a PGDCA (Post Graduate Diploma in Computer Application) and MBA (Master in Business Administration) from Punjabi University, Patiala and EGPM (Executive General Management Programme) from IIM, Kolkata.





SUCCESS STORIES - as client speaks “....”

I am Saroj Devi from Varanasi. My husband is a farmer and the only bread owner of the family. His earnings were not enough to meet the expenses of eight (8) in the family. So, I thought of helping him and wanted to do something by my own to support my family.



On August 2012, through my neighbor Savita who was a member of a JLG, I got to know about Utkarsh JLG Loans which provides financial assistance to the women in group for income generating activity. Then I discussed the same with my husband and met with an Utkarsh official who briefed us about procedure of availing the loan and again I went to my neighbour who helped me to become an active member of a JLG. I filled the loan application form for availing an initial loan of ₹20,000. And from that amount, we started small grocery store within my house.

After repaying my first loan, I then applied for subsequent loan of ₹30,000. With this savings, I increased the stock in my shop. Slowly and gradually everything was coming on track but the worry still remained untouched that the future of our children which required a good sum of money. The little money we had, was being utilised to provide education but we always wanted quality convent education.

My husband started farming on others' field to earn something more and I also took my third cycle loan of ₹40,000 and expanded our shop both in terms of stock and area. As I increased the stock and my shop became old and then we started earning good which helped me to manage my expenses. Now, my husband and I also able to save ₹1,000 per month after meeting all the expenses.

Today with the grace of god, all my children are studying in a good school. Utkarsh has supported my family at every stage and at every need. It helped me to on my own stand.

I would like to thank Utkarsh for their help which they provided us when we needed it the most and motivated us scaling up our business.

Ms. Saroj Devi, a resident of Varanasi is a client of USFBL's Pahariya Branch.

EMPLOYEE SPEAK “...”

“My Journey with Utkarsh started 4 years back on July 13, 2015 in Micro Banking Team. I have been fortunate enough to work with the most professional institution I have ever come across. Here, I got wonderful opportunity to learn and develop myself professionally and personally as well and experienced lots of visibility for employees to enhance the professional career.

As Utkarsh has transformed itself from an NBFC-MFI to a Small Finance Bank, this came as a unique opportunity for me to gain insights while the Banking is being set-up. I have been a part of the team for finalizing initial branches in Bihar. Thank you Utkarsh for providing excellent working environment and growth opportunity to work with.”

Excerpts from a talk with Mr. Palash Ghoshal – Zonal Head (Varanasi) – Micro Banking.



PHOTO GALLERY: UTKARSH ACTIVITIES



Press Conference at Varanasi



Buyer & Seller Meet: UWF



Blood Donation Activity: UWF



UTKARSH IN NEWS

उत्कर्ष अपने ग्राहकों को बेहतर सुविधा देने के लिये कटिबद्ध

बैंस लाख से अधिक सक्रिय ग्राहकों के साथ पूरा किया दूसरा वित्तीय वर्ष

उत्कर्ष लघु वित्त बैंक ने 2019-20 के वित्तीय वर्ष में 11 लाख से अधिक सक्रिय ग्राहकों के साथ पूरा किया वित्तीय वर्ष। उत्कर्ष 2019-20 के वित्तीय वर्ष में 11 लाख से अधिक सक्रिय ग्राहकों के साथ पूरा किया वित्तीय वर्ष। उत्कर्ष 2019-20 के वित्तीय वर्ष में 11 लाख से अधिक सक्रिय ग्राहकों के साथ पूरा किया वित्तीय वर्ष।



Aaj

बैंकिंग के साथ स्वास्थ्य और शिक्षा पर विशेष जोर

उत्कर्ष स्मॉल फाइनेंस बैंक के सीईओ का कहना है कि बैंकिंग के साथ स्वास्थ्य और शिक्षा पर विशेष जोर देना है।



Amar Ujala

नए वित्तवर्ष में उत्कर्ष श्रमशक्ति करेगा दोगुना

उत्कर्ष लघु वित्त बैंक ने नए वित्तवर्ष में अपनी श्रमशक्ति दोगुना करने का लक्ष्य रखा है।



Dainik Jagran

Utkarsh Bank sanctions 88 pc loan to women entrepreneurs

VARANASI: Utkarsh Small Finance Bank pays more emphasis on women empowerment and thus it sanctioned 88 per cent loan of its total loan to women entrepreneurs during its two years journey.

Pioneer English

उत्कर्ष बैंक ने 2020 तक 25 लाख ग्राहकों का लक्ष्य रखा

उत्कर्ष लघु वित्त बैंक ने 2020 तक 25 लाख ग्राहकों का लक्ष्य रखा है।



Hindustan

ऋण योजनाओं की बैंकों ने की अनदेखी

उत्कर्ष लघु वित्त बैंक ने ऋण योजनाओं की बैंकों ने की अनदेखी।



Prabhat Khabar

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