



Q2 OPERATIONAL HIGHLIGHTS FOR SFB SUBSIDIARY

The outreach of Utkarsh Small Finance Bank Limited (USFBL) expanded through 431 Banking Outlets [including 56 General Banking (GB) Outlets & 375 Micro Banking (MB) Outlets, besides 7 standalone Retail Assets business locations, which shall soon be merged with the Banking Outlets] in 136 Districts of 11 States pan India.

As per the Provisional and Unaudited figures, as at the close of Q2 FY2019, the Micro Finance Outreach had 1,735,257 active clients with Loan Portfolio of ₹31,948.7Mn. The Retail Assets Business (including MSME Loans) had 11,162 active client base with Loan Portfolio of ₹1,273.8 Mn and Housing Loan Business had 400 active client base with Loan Portfolio of ₹246.4 Mn. The total Assets Portfolio of USFBL was ₹36,563.2 Mn, as on September 30, 2018. Total number of active accounts in the liability business were 96,157 with ₹26,002.7 Mn of Deposits base.

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

OUTREACH	As on Sep 30, '18	As on Jun 30, '18	As on Mar 31, '18
Microfinance Outreach			
No. of States	10	10	10
No. of Districts	120	112	110
No. of Micro Banking (MB) Outlets	375	160	111
No. of Micro Finance (MF) Outlets	-	194	241
Total No. of Centres	104,882	107,710	101,082
Total No. of Groups	439,743	407,248	384,051
Active Client Base	1,735,257	1,620,196	1,512,377
Loan Portfolio Outstanding (₹ in Mn) [#]	31,948.7	29,991.2	28,424.8
<i>*(Including Managed Portfolio)</i>	<i>500.07</i>	<i>748.6</i>	<i>1,037.7</i>
Retail Assets including Micro, Small & Medium Enterprises Loans			
No. of States	10	9	8
No. of Districts	41	38	32
No. of MSME Business Locations	45	42	35
Active Client Base	11,162	12,201	13,214
Loan Portfolio Outstanding (₹ in Mn)	1,273.8	1,093.6	1,034.1
Housing Loans			
No of States	6	6	6
No. of Districts	19	18	18
No. of Housing Business Locations	19	18	18
Active Client Base	400	339	300
Loan Portfolio Outstanding (₹ in Mn)	246.4	193.6	152.3
Wholesale Lending Business			
Active Client Base	21	20	19
Loan Portfolio Outstanding (₹ in Mn)	2,878.5	2,825.4	2,467.4
Liabilities Business			
No. of States	11	11	11
No. of Districts	47	47	45
No. of General Banking Outlets	56	55	53
Total No. of Accounts	96,155	61,092	34,945
Total Deposits base (₹ in Mn)	26,002.7	24,305.4	21,938.7
Number of ATMs			
On-site ATMs	68	63	58
Off-site ATMs	36	34	29
TOTAL	104	97	87





Employee Base:

Number of Employees	As on Sep 30,'18	As on Jun 30,'18	As on Mar 31,'18
A. Utkarsh CoreInvest Ltd. Total	4	4	3
B. Utkarsh Small Finance Bank Ltd. Total	6,235	5,671	5,142
<i>Micro Banking Vertical</i>	<i>4,156</i>	<i>3,845</i>	<i>3,475</i>
<i>Retail Assets Vertical</i>	<i>433</i>	<i>505</i>	<i>532</i>
<i>Liabilities Vertical</i>	<i>813</i>	<i>683</i>	<i>601</i>
<i>Others including Support & Control Teams</i>	<i>833</i>	<i>638</i>	<i>534</i>
C. Utkarsh Welfare Foundation Total	30	30	32
Grand Total (Utkarsh) (A+B+C)	6,269	5,705	5,177

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

Initiatives' Particulars	As on Sep 30,'18	As on Jun 30,'18	As on Mar 31,'18
Financial Awareness Program			
No. of Programs	11,248	10,243	9,236
No. of Beneficiaries	2,69,947	2,53,138	2,37,302
Health Program			
No. of Regular Poly Clinics	719	680	643
No. of Locations Covered	08	08	08
No. of Beneficiaries	67,436	59,262	55,157
No. of Mobile Van Poly Clinics	762	717	682
No. of Locations Covered	15	15	15
No. of Beneficiaries	1,29,442	1,20,622	1,15,494

- **Inauguration of Banking Outlets:** USFBL launched 216 new Banking Outlets pan India. This included 21 new MB Outlets in (1 in Bihar, 5 in Chhattisgarh, 13 in Jharkhand & 2 in Uttar Pradesh), 1 new GB Outlet in Uttar Pradesh and conversion of all the 194 erstwhile MF business locations into MB Outlets.

Hence, the pan India Banking Outlet outreach of USFBL as on Sep 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
Sep 30, '18	11	136	56	375	431	0*	431
Jun 30, '18	11	128	55	160	215	194	409

*All Micro Finance business locations were converted into Micro Banking Outlets by July 31, 2018.

Note: The total number of standalone MSME Outlets as on Sep 30, 2018 stood at 7, thereby making a total of 438 (431 + 7) Business Locations of Utkarsh.

Milestones in Liabilities Business during Q2:

- **Revised Interest Rates on Savings Accounts, Fixed Deposits & Recurring Deposits:** Utkarsh Small Finance Bank Ltd. revised its Interest Rates for Savings Account & Term Deposits. The interest rate of **7% p.a. on Savings Bank Accounts** offered by USFBL is one of the highest interest rates in the Banking Industry. Interest rate on **Fixed Deposits has been increased to 9.50% p.a. for Senior Citizens and upto 9.00% p.a. for General Public.**
- **Launch of FD & RD Booking through Internet Banking:** USFBL went live with online Deposit Booking (through Internet Banking). Initially the facility has been launched for all Account holders. With this, the clients can now login to Internet Banking through Bank's website (www.utkarsh.bank) and book FDs or RDs at their convenience.





- **New Beneficiary - Cooling Period Reduced - From 4 Hours to 30 Minutes (USFBL Transfers Only):** The cooling period for adding a New Beneficiary for **Utkarsh Account Holders** was reduced to **30 minutes** (*earlier it was 4 hours*) for Intra Bank Fund Transfers.

Milestones in Micro Banking during Q2:

- **Disbursed over 20,000 JLG Swachhata Loans in Q2:** After launching the '**Utkarsh Swachhata Loan**' product on March 16, 2018, the Bank disbursed a total of 24,043 loans of ₹25,000 each amounting to over ₹60.10 crore till September 30, 2018.

Marketing and Branding Initiatives during Q2

- **Canter Activation:** During the quarter, the Marketing and Branding initiatives included Canter Activations for Micro Banking Outlets in Bihar and Uttar Pradesh. **Mr. Trilok Nath Shukla**, Head Micro Banking did the Flag-Off at Sandaha, Uttar Pradesh and **Ms. Namrata Gupta**, Head Branding & Marketing at Transport Nagar, Bihar.

Canter is a type of BTL (Below the Line) Activity which proves to be highly effective in the rural and semi-urban markets. Purpose of this activity is to attract people for our brand so that it would help Utkarsh in expanding its outreach and client base.

- **2 Days' Mall Activation Activity, 2018 (Sep 08-09, 2018):** Utkarsh organized Mall Activation Activity, on September 8 & 9, 2018, pan India, primarily for Liabilities Department, wherein promotional activities were undertaken in high visibility Malls in various cities to reach the target audience.
- **Social Media Campaigns:** The Bank also organised Social Media Campaigns with the themes as #MoreOpportunitiesToGrow for July 2018, #AchieveMoreWithNayiUmmeed for August 2018 and #9SaalonKiKhushiyaan for September 2018.

Events / Conferences / Seminars

- **Utkarsh Celebrated its 9th Anniversary on Sep 21, 2018:** The quarter was special with Utkarsh completing its 9th Anniversary as a Financial Services Provider on September 21, 2018. On this occasion various activities were organized as part of the anniversary celebration at all Business Locations and Administrative Offices. The theme of the celebration was "**#9SaalonKiKhushiyaan**" through online campaigns run on social media platforms.
- **2 Days' Sa-Dhan National Conference, 2018 (Sep 19-20, 2018):** Sa-Dhan organized the '**14th Sa-Dhan National Conference, 2018**' on September 19th- 20th, 2018 at India Habitat Centre, New Delhi with the theme as "**Propelling the Growth of the Informal Sector through Microfinance**". This Conference was attended by Nobel Laureates, Union Ministers, Senior Government Officials, Academicians, Bankers, Practitioners and MFIs / SHPIs. **Mr. Arup Kumar Dutta**, Head Liabilities participated as a Panel Member of the session "**Forging Partnerships for Convergence of Banking and Microfinance Solutions**" on September 20, 2018. As an Associate sponsor, the Bank had put a stall at the venue to increase the brand visibility and also sensitize visitors on the products and services being offered by the Bank.
- **Town Hall Meeting (Jul 14, 2018):** During the quarter, a Town Hall Meeting for all employees was organized wherein **Dr. V. S. Sampath, Chairman**, USFBL addressed the gathering to share his views on the exciting Utkarsh Journey and Way Forward. Mr. Govind Singh, Director, USFBL also shared his views, while Mr. Ashwani Kumar, Dy. CFO, USFBL detailed the milestones achieved by the Bank.

Representative employees had gathered at 13 locations pan India, viz. Aurangabad,



Bhagalpur, Delhi, Gorakhpur, Haridwar, Jabalpur, Mumbai, Muzaffarpur, Nagpur, Patna, Ranchi and Varanasi (2 locations) to view the address through web-cast on Big Screens in presence of Senior Management while the remaining employees' viewed the webcast through their mobile/laptops/desktops. Employees could submit their queries online, which were addressed centrally online as well as locally in person by the Senior Management.

- **Reward and Recognition:** Utkarsh appreciates the hard work and sincere efforts put in by the Employees through R&R (Reward and Recognition Program), in which a total of 518 employees were recognized for their brilliant performance in five Batches at different locations. The selected employees represented Sales, Operations, Non-Operations teams from Branches, Zonal Offices and Head Office. The Senior Management present on the occasion congratulated the participants and hoped that the momentum would continue to rise and that the employees would continue to rise the bar.
- **Reappointment of Mr. Govind Singh as MD & CEO of Utkarsh Small Finance Bank Ltd.**

In response to the Bank's representation and as recommended by the Board of Directors of USFBL, RBI approved the re-appointment of Mr. Govind Singh as Managing Director & CEO of Utkarsh Small Finance Bank Ltd. (USFBL) for a period of 3 years from September 21, 2018. Accordingly, Mr. Govind Singh once again assumed charge as MD & CEO of the Bank on September 21, 2018.



New Incumbents in Senior Management

- **Manish Agrawal, Head - Market Risk & Wholesale Credit Risk**

He has an overall experience of 13 years with Private Sector Banks, leading Credit Rating Agency in India, Microfinance Company and fastest growing Bank in Kuwait. He has extensive experience in Structured Finance, Credit Risk, Market Risk, Treasury, Enterprise Risk, Financial Modelling and Relationship Management. In his previous assignment, he has played key role in development and refinement of Risk Appetite Statements, presentations for Board Risk Committee, Credit Policies, Credit Rating Models, Risk Strategies and CRO Dashboard to enhance the Company's risk management platform. He is an MBA from ICFAI Business School, Hyderabad.



SUCCESS STORIES - as client speak "..."

"I am Chinta Maurya, a native of Saidpur, which comes under Ghazipur district. Here most of the population is involved in farming activity. My husband is a farmer and also runs a business of eatery shop at the time of festival in order to earn extra income. We grow different varieties of vegetables and food grains such as Potato, Tomato, Wheat, Tur (Arhar), Sugarcane, Peas, etc. and sell them in the market. We earned sufficient for feeding our family and we are easily able to save some amount for the future.

But, time changes at its own pace. My family will never forget those days of struggles when my husband had undergone a serious operation and in order to cover huge medical expenses, we had to spend all our savings. Things were getting worse day by day and we were struggling even for our daily needs.



Four (4) years ago, when I met with an Utkarsh official who briefed me about the process to avail an income generating loan by becoming active member of a Joint Liability Group (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 an initial loan of ₹15,000/-. We purchased agricultural inputs such as fertilizers, seeds etc. and resumed our farming of Tur (Arhar), Rice, Sugarcane, Wheat, etc. Slowly and gradually, we started selling the agriculture produce to cover the medical expenses as well as to feed our family. The financial support from Utkarsh helped my husband to recover fast.



To increase the source of earning, one of my relative suggested me to start a new business of a cosmetic shop. After having discussion with my husband we took subsequent loan of ₹20,000/-, and opened a small cosmetic shop near my house. Within two months our income increased up to ₹15,000/-.

With a further higher loan of ₹25,000/- in subsequent cycle we purchased agriculture input as well as increased the stock of cosmetic items. Now our earning has increased to ₹22,000/- and we are also able to do reasonable savings. Out of our Savings, we purchased two buffalos, subsequent to which we have also started selling milk in the local market.

We thank Utkarsh to support us when we needed it the most. Now my husband is also physically fit and my children are studying in a convent school.

- Ms. Chinta Maurya, a resident of Saidpur, Ghazipur is a client of USFBL's Ghazipur Branch.

EMPLOYEE SPEAK "..."

"My Journey with Utkarsh started 3 years back in November 2015, when I joined the Training Department as an Assistant Manager to take up the assignment of conducting Induction Training, Banking Training, Creating Training Modules, Training Management and Training on Banking Software. While doing this, I developed a good understanding of Micro Finance sector and also enhanced my learning experience in field of BFSI Sector.

During the transformation phase of Utkarsh from an MFI to a SFB, I got the opportunity to coordinate with the teams for creating the banking training modules and Software Testing for strengthening the existing Training Process. With the new avenues coming, I have been given the opportunity to explore my skills in HR & Training after getting excellent exposure and now I have moved from Utkarsh Small Finance Bank Ltd. to Utkarsh CoreInvest Ltd, the Holding Company. I would like to thank all colleagues and Senior Management for providing supportive working environment and growth opportunity to work with."

- Excerpts from a talk with Ms. Priyanka Bisht - DM, HR & New Initiative, Utkarsh CoreInvest Ltd.



PHOTO GALLERY: UTKARSH ACTIVITIES



2 Days' Sa-Dhan National Conference, 2018 (Sep 19-20, 2018)



UTKARSH IN NEWS



बैंक की शाखा का नया उद्घाटन किया गया

देहरादून में खुली उत्कर्ष बैंक की शाखा

उत्कर्ष स्मॉल फाइनेंस बैंक ने उत्तराखण्ड में अपनी बैंकिंग सेवाओं का विस्तार करते हुए देहरादून में नयी शाखा का परिचालन शुरू किया। इसके साथ उत्तराखण्ड राज्य में उत्कर्ष की अब कुल 5 जनरल बैंकिंग आउटलेट्स और 13 अन्य माइक्रो बैंकिंग आउटलेट्स हैं।

Jan Sandesh



Pioneer



Aaj



Dainik Jagaran

उत्कर्ष बैंक की उत्तराखण्ड में नयी शाखा उद्घाटित
उत्कर्ष स्मॉल फाइनेंस बैंक (यू.एस.एफ.बी) ने उत्तराखण्ड में अपनी बैंकिंग सेवाओं का विस्तार करते हुए, देहरादून में अगस्त 28, 2018 को अपनी नयी बैंकिंग शाखा का परिचालन शुरू किया। इस शुभारंभ के साथ, उत्तराखण्ड राज्य में उत्कर्ष की अब कुल 5 जनरल बैंकिंग आउटलेट्स और 13 अन्य माइक्रो बैंकिंग आउटलेट्स हैं। भारत वर्ष में 11 राज्यों के 136 जिलों में 56 जनरल बैंकिंग आउटलेट्स और 375 माइक्रो बैंकिंग आउटलेट्स के द्वारा उत्कर्ष का 6,000 से अधिक कार्मिकों के साथ परिचालन है। उत्कर्ष का मौजूदा डिजिटल 2,500

Aaj

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