



Q2 OPERATIONAL HIGHLIGHTS FOR SFB SUBSIDIARY

The outreach of Utkarsh Small Finance Bank Limited (USFBL) expanded through 468 Banking Outlets [including 75 General Banking (GB) Outlets & 393 Micro Banking (MB) Outlets in 157 Districts of 13 States & 2 Union Territories pan India.

As per the audited figures, as at the close of the second quarter of the FY2019-20, the Microfinance outreach had 21,88,340 active clients with Loan Portfolio of ₹46,588.9 Mn. The Retail Assets Business (including MSME Loans) had 8,546 active client base with Loan Portfolio of ₹1,953.3 Mn and Housing Loan Business had 664 active client base with Loan Portfolio of ₹506.7 Mn. The total Loans & Advances Portfolio of USFBL was ₹52,326.5 Mn, as on September 30, 2019. Total number of active accounts in the liability business were 3,27,919 with ₹46,806.3 Mn of Deposits base.

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

OUTREACH	As on Sep 30, 19	As on Jun 30, 19	As on Mar 31, 19
Microfinance Outreach			
No. of States	11	10	10
No. of Districts	130	120	120
No. of Micro Banking (MB) Outlets	393	375	375
Total No. of Centres	1,31,145	1,24,653	1,23,039
Active Client Base	21,88,340	20,65,109	20,00,214
Loan Portfolio Outstanding (₹ in Mn) [#]	46,588.9	43,606.1	41,387.0
<i>#(Including Managed Portfolio)</i>	-	6.01	124.99
<i>#(Including Business Correspondent Business)</i>	980.9	757.3	609.9
Retail Assets including Micro, Small & Medium Enterprises Loans			
No. of States	10	10	10
No. of Districts	38	40	40
No. of MSME Business Locations	38*	43	46
Active Client Base	8,546	9,346	10,868
Loan Portfolio Outstanding (₹ in Mn)	1,953.3	1,757.7	1,649.3
Housing Loans			
No of States	7	7	7
No. of Districts	15	17	18
No. of Housing Business Locations	15*	17	18
Active Client Base	664	596	554
Loan Portfolio Outstanding (₹ in Mn)	506.7	425.5	382.0
Wholesale Lending Business			
Active Client Base	25	24	23
Loan Portfolio Outstanding (₹ in Mn)	3,123.5	2,638.5	2,725.5
Liabilities Business			
No. of States	14	11	11
No. of Districts	62	53	48
No. of General Banking Outlets	77	65	61
Total No. of Accounts	3,27,919	2,18,280	2,01,960
Total Deposits base (₹ in Mn)	46,806.3	40,380.7	37,913.9
Overdraft against Fixed Deposit (₹ in Mn)	154.1	208.9	1,265.6
Number of ATMs			
On-site ATMs	109	93	88
Off-site ATMs	36	36	36
TOTAL	145	129	124

*Number of Locations has been rationalized/merged for MSME & HL verticals.



Employee Base:

Number of Employees	As on Sep 30, '19	As on Jun 30, '19	As on Mar 31, '19
A. Utkarsh CoreInvest Ltd. Total	07	07	06
B. Utkarsh Small Finance Bank Ltd. Total	7,780	6,563	6,282
<i>Micro Banking Vertical</i>	5143	4,366	4,289
<i>Retail Assets Vertical</i>	465	434	323
<i>Liabilities Vertical</i>	1294	969	824
<i>Others including Support & Control Teams</i>	878	794	846
C. Utkarsh Welfare Foundation Total	21	22	23
Grand Total (Utkarsh) (A+B+C)	7,808	6,592	6,311

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

Initiatives' Particulars	As on Sep 30, '19	As on Jun 30, '19	As on Mar 31, '19
Financial Awareness Program			
No. of Programs	15,061	14,379	13,521
No. of Beneficiaries Outreach	3,39,032	3,25,208	3,11,086
Health Program			
No. of Regular Poly Clinics	891	842	816
No. of Locations Covered	08	08	08
No. of Beneficiaries Outreach	94,631	87,423	82,423
No. of Mobile Van Poly Clinics	1,091	1,022	972
No. of Locations Covered	20	20	15
No. of Beneficiaries Outreach	1,93,216	1,80,370	1,69,342

Utkarsh's Events Diary for Q2:

- **Inauguration of Banking Outlets:** USFBL launched 28 new Banking Outlets (18 Micro Banking Outlets and 10 General Banking Outlets) pan India. This included 1 in Bihar, 1 in Chandigarh, 1 in Chhattisgarh, 1 in Gujarat, 1 in Haryana, 1 in Madhya Pradesh, 19 in Odisha, 1 in Rajasthan and 2 in Uttar Pradesh.

Accordingly, the pan India Banking Outlet outreach of USFBL as on September 30, 2019 has increased as under:

Status as on	States/ Union Territories	Districts	General Banking Outlets	Micro Banking Outlets	Total Business Locations
Sep 30, '19	15	157	75	393	468
Jun 30, '19	11	141	65	375	440

Liabilities Business during Q2:

- **10,000 Current Accounts:** As on July 11, 2019, USFBL crossed the milestone of 10,000 Current Accounts (CA).
- **1,000 POS Terminals Installed:** As on September 21, 2019, USFBL crossed the milestone of installed base of 1,000 POS Terminal Machines.
- **Remittance Business Crosses – ₹10 Mn:** As on July 17, 2019, USFBL achieved a milestone of Money Transfer Business Crossing volume of ₹10 Million. As on September, 2019 the remittance business was being offered from 103 banking outlets.



Micro Banking during Q2:

- **First Disbursement of Business Loan:** On July 20, 2019, USFBL disbursed its first 5 loans under Micro Banking - Business Loan product through "Sagra" and "Kakartmatta" branches.



Branding and Marketing Initiatives during Q2

- **Social Media Campaigns:** The Bank organised Social Media Campaigns in July 2019, August 2019 and in September 2019. Theme for September month #Utkarsh10thAnniversary.

HR & Training Initiatives during Q2

- **IDEA EXPRESS:** On July 09, 2019 'Utkarsh has initiated a noble initiative whereby employees of the Bank can share their Ideas through **HRMS – SUGGESTION BOX** or at ideaexpress@utkarsh.bank for the betterment of the organisation. The best idea would be recognised at a suitable platform.
- **Launching Utkarsh Learning Management System (U-Learn):** During this quarter, on August 26, 2019 Utkarsh launched **Learning Management System (LMS)**, which provides an online platform to learn and boost the skills of employees at their convenience.

Events / Conferences / Seminars

- **Utkarsh Celebrated its 10th Anniversary on Sep 21, 2019:** The quarter was special with Utkarsh celebrating its 10th Anniversary as a Financial Services Provider on September 21, 2019. On this occasion, various activities were organized as part of the anniversary celebrations at all Business Locations and Administrative Offices. Utkarsh entered the state of Odisha with the launch of 19 branches. To celebrate this momentous occasion, cake cutting ceremonies were organised across all Utkarsh offices. The '10th Anniversary Celebration' was the theme of online campaigns run on social media platforms.

On the occasion of the 10th Anniversary Celebrations, USFBL organised an Annual Sports Event (Cricket and Badminton matches) at 17 locations pan India for its employees.

- **Utkarsh Organized Press Meet as part of its 10th Anniversary celebrations:** A Press Meet was organized at Hotel Swosti Premium, Bhubaneshwar on September 21, 2019 with the launch of 21 Banking Outlets (19 in Odisha) pan India. The main objective of the Press Meet was to update the media on Utkarsh Banking Services and key developments during the journey of its first decade. On this occasion, Mr. Govind Singh, MD & CEO, along with other panelists Mr. Trilok Nath Shukla (Head- Micro Banking) and Mr. Dibakar Dasgupta (Head- Liabilities), shared Utkarsh journey highlights during its 10-year celebration and future aspirations with the media. On the same day, an interview of Mr. Govind Singh, MD & CEO was broadcast on Radio City 91.9 FM, Odisha wherein he shared his thoughts on the Utkarsh journey and customer service initiatives.
- **2 Days' Sa-Dhan National Conference, 2019 (Sep 16-17, 2019):** Sa-Dhan organized the '20th Sa-Dhan National Conference, 2019' on September 16th- 17th, 2019 at India Habitat Centre, New Delhi with the theme as "**Two Decades at Paving Way for Financial Inclusion**". This Conference was attended by Nobel Laureates, Union Ministers, Senior Government Officials, Academicians, Bankers, Practitioners and MFIs / SHPIs. **Mr.**



Govind Singh, MD & CEO of Utkarsh Small Finance Bank Ltd. participated as a Panel Member of the session "**Crystal Ball Gazing – Bees Saal Baad**" on September 17, 2019. As an Associate sponsor, the Bank had put a stall at the venue to increase brand visibility and also to increase awareness of visitors on the products and services being offered by the Bank.

- **Town Hall Meeting (Aug 31, 2019):** During the quarter, a Town Hall Meeting for all employees was organized wherein **Mr. Govind Singh**, MD & CEO of USFBL addressed the gathering to share his views on the exciting Utkarsh Journey and Way Forward. Mr. Trilok Nath Shukla, Head Micro Banking, Mr. Dibakar Dasgupta, Head Liabilities and Mr. Virag Jain, Head HR & Training highlighted the milestones achieved by the Bank.

Employees at all locations had gathered at their work place to view the address through web-cast on Big Screens in the presence of Senior Management while the remaining employees' viewed the webcast through their mobile handsets / laptops / desktops. Employees could submit their queries online, which were addressed in near real time by the Senior Management.

- **Utkarsh's CSR (Corporate Social Responsibility) Activities:** As a part of Corporate Social Responsibility initiatives, Utkarsh Welfare Foundation (UWF) organised several events. On the occasion of 10th anniversary, UWF organised a **Buyer & Seller Meet** on September 23, 2019 at Varanasi to facilitate interaction between women entrepreneurs and women consumers.

As part of its ongoing social initiatives, on September 27, 2019, Utkarsh team distributed flood relief items, viz. food, safety items etc. to flood affected areas near Varanasi.

UWF also, organised Mass Awareness Camp (MAC) as part of the 10th Anniversary celebration on September 30, 2019 at Ashok Vihar, Varanasi.

New incumbents in Senior Management

- **Birendra Kumar Sahu, Head – Corporate Centre**

He has an overall experience of 28 years in various functions of Banking and Financial services, with a track record of managing Marketing, Business, Operations & Technology. His last assignment was with IDFC First Bank. Prior to that, he had worked with HDFC Bank, GE Consumer Finance/GE Money and EICHER Ltd. among others. He has done a PGDM (Post Graduate Diploma in Management) from Indian Institute of Management, Lucknow and Bachelor of Engineering (Mechanical) from G.E.C. Jabalpur.



- **Manish Gupta, Head – Mortgages**

He has an overall experience of 21 years in the area of Retail Lending and has a rich exposure in various aspects viz., Sales, Credit and Business Development – Assets & Liabilities across various geographies in the country. His last assignment was with Axis Bank as National Sales Manager – Mortgages. Prior to that, he had worked with ICICI Bank and United Phosphorus Ltd., among others. He has done a Masters of Management Studies (MMS) from Mumbai University & Bachelor of Engineering (BE) from Bangalore University.





• **Suyash Anand, Head- Wheels**

He has an overall experience of 22 years in the area of Banking Sales (Assets & Liabilities), Banking Operations, Government & Institutional Banking, Portfolio Management and Channel Management. His last assignment was with ICICI Bank as Regional Head – Commercial Business. Prior to that, he had worked with Encyclopedia Britannica, Indian Institute of Planning & Management and National Centre for Promotion of Employment for Disabled People, among others. He has done a Post Graduate Diploma in Business Management (PGDBM) from The Indian Institute of Planning & Management.



• **Nutan Anand Rane, Company Secretary**

She has more than 24 years' experience in Banking and Finance sector. Her last assignment was with SBI Capital Markets Limited, an Investment Banking arm of State Bank of India in Legal and Compliance team. She has handled varied roles for SBI Capital Markets Ltd. and its 5 Wholly Owned Subsidiaries in areas like Company Secretarial, Regulatory Compliances, Corporate Compliances, Legal and Risk Management areas. She is a Commerce graduate from Narsee Monjee College of Commerce and Economics, Mumbai and a qualified Company Secretary from ICSI and has done Chartered Financial Analyst (CFA) from ICAI University and Executive Master of Business Administration (EMBA) from IIBMTR.



• **Siddhartha Das, Deputy Vice President- Credit Support**

He has an overall experience of 30 years in the area of Banking with specialization in the area of Credit, Risk & Compliance. His last assignment was with Axis Bank in Credit Risk and Compliance functions. Prior to that, he had worked with SIDBI and NALCO, among others. He has done Bachelor of Engineering (BE) from BIT, Mesra and Diploma in Business Finance (DBF) from ICAI. He has various other certifications which includes CAIIB from IIBF and Financial Risk Manager (FRM) from Global Association of Risk Professionals (GARP).



• **Pragun Thadani, Deputy Vice President - HR & Training**

He has an overall experience of 15 years in the area of Human Resource. He has participated in development and implementation of HR Policies along with automation, departmental restructuring & outsourcing activities for achieving cost optimization. His last assignment was with Capital Trust Limited as Vice President – Human Resources. Prior to that, he had worked with Jana Small Finance Bank Ltd., Air Liquide Global E&C Solutions India Pvt. Ltd., Convergys India Services Pvt. Ltd. and RKJ Group among others. He has done a PGDM (Executive) from FORE School of Management, New Delhi and MBA (PGDM) from International Management Center, New Delhi.





SUCCESS STORIES - as client speaks "..."

I am Pinky, a native of Hukulganj Nayi Basti, which falls under Varanasi district. We have seven (7) members in the family. My husband is an auto driver and the income earned was not enough to meet the household expenses. To manage the household expenses, me and my son worked to put a small eatery stall (thela) during festival in order to earn something.



Day by day it was becoming very hard to meet our daily expenses with the minimal income. And, it became worse when taxi service (Ola) started at Varanasi, which made the income of my husband thinner. Our earnings were not enough to meet the expenses, due to which we were forced to stop putting our stall because we had no money to buy raw material for my eatery shop.

I remember the date January 22nd when my neighbour Sushila briefed me about the process to avail a loan from Utkarsh by becoming an active member of JLG. After knowing this, I decided to take a small loan from Utkarsh and for the same, me and my husband met an Utkarsh official.

After a long discussion with my husband, we decided to take an initial loan of ₹6,000 and opened a small general store within my house with few household items.

At the start, it was very difficult to run a general store with ₹6,000, but my husband supported me financially for some time. Slowly and gradually, after my first loan was repaid, I took another loan of ₹20,000. With this loan and my Savings from running the general stores, we purchased a weaving machine for stitching and making cotton threads.

Today we are able to meet our expenses and can also save for a better future of my family. Talking about my family, all three children are going to school and my in-laws are living happily with us. Thank you Utkarsh for all the financial support and Sushila for introducing me to Utkarsh.

Ms. Pinky, a resident of Hukulganj (Nayi Basti) is a client of USFBL.

EMPLOYEE SPEAK "..."

"My Journey with Utkarsh started 10 years back in October 2009 with Accounts & Finance team and I have also started my career with Utkarsh. I have been fortunate enough to work with the most professional institution I have ever come across and I have also got the opportunity to work in various departments. Here, I experienced lots of space in terms of freedom and transformation for employees to enhance their professional career with focus on personality development.

As Utkarsh has transformed itself from an NBFC-MFI to a Small Finance Bank, this came as a unique opportunity for me to help me gain insights for not just working in a bank but also I was lucky enough to work during the migration phase of the Company and I learned a lot in that period. With new avenues coming, I have been given the opportunity to explore my skills in various activities in Accounts Department which is and always will be helpful for me to grow within the organisation. I always feel proud with the sustained growth of Utkarsh. Thank you Utkarsh for providing an excellent working environment to work with."

Excerpts from a talk with Mr. Deepak Bangari – Deputy Manager (Varanasi) – Accounts.



PHOTO GALLERY: UTKARSH ACTIVITIES



Sa-Dhan National Conference 2019



CSR Activity





Utkarsh Small Finance Bank

Aapki Ummeed Ka Khaata

(Scheduled Commercial Bank)

UTKARSH IN NEWS: Q2



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