



Q3 OPERATIONAL HIGHLIGHTS FOR SFB SUBSIDIARY

The outreach of Utkarsh Small Finance Bank Limited (USFBL) expanded through 491 Banking Outlets [including 98 General Banking (GB) Outlets & 393 Micro Banking (MB) Outlets in 167 Districts of 15 States & 2 Union Territories pan India. At the close of the third quarter of FY2019-2020, the Bank's audited figures are shared as under:

- Microfinance outreach had more than 23.50 lakh active clients with Loan Portfolio of ₹51,075 mio.;
- Retail Assets Business (including MSME Loans) had 7,765 active client base with Loan Portfolio of ₹2,209 mio.;
- Housing Loan Business had 783 active client base with Loan Portfolio of ₹673 mio.;
- Wholesale Lending Business had 26 active client base with Loan Portfolio of ₹2,753 mio.;

Thus, as on December 31, 2019, the total Loans & Advances Portfolio of USFBL was ₹56,855 mio and the total number of active accounts in the liability business were more than 4.00 lakh with ₹49,539 mio of Deposits base.

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

OUTREACH	As on Dec 31, '19	As on Sep 30, '19	As on Mar 31, '19
Microfinance Outreach			
No. of States	11	11	10
No. of Districts	130	130	120
No. of Micro Banking (MB) Outlets	393	393	375
Total No. of Centres	1,40,814	1,31,145	1,23,039
Active Client Base	23,51,472	21,88,340	20,00,214
Loan Portfolio Outstanding (₹ in mio)	51,075	46,589	41,387
<i>*(Including Managed Portfolio)</i>	-	-	125
<i>*(Including Business Correspondent Business)</i>	1,117	981	610
Retail Assets including Micro, Small & Medium Enterprises Loans			
No. of States	10	10	10
No. of Districts	37	38	40
No. of MSME Business Locations	39*	38	46
Active Client Base	7,765	8,546	10,868
Loan Portfolio Outstanding (₹ in mio)	2,209	1,953	1,649
Housing Loans			
No of States	8	7	7
No. of Districts	19	15	18
No. of Housing Business Locations	20*	15	18
Active Client Base	783	664	554
Loan Portfolio Outstanding (₹ in mio)	673	507	382
Wholesale Lending Business			
Active Client Base	26	25	23
Loan Portfolio Outstanding (₹ in mio)	2,753	3,124	2,726
Liabilities Business			
No. of States	16	14	11
No. of Districts	79	62	48
No. of General Banking Outlets	98	77	61
Total No. of Accounts	4,13,722	3,27,919	2,01,960
Total Deposits base (₹ in mio)	49,539	46,806	37,914
Overdraft against Fixed Deposit (₹ in mio)	145	154	1,266
Number of ATMs			
On-site ATMs	136	109	88
Off-site ATMs	36	36	36
TOTAL	172	145	124
Micro ATMs	05	-	-

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



Employee Base:

Number of Employees	As on Dec 31, '19	As on Sep 30, '19	As on Mar 31, '19
A. Utkarsh Small Finance Bank Ltd. Total	8,291	7,780	6,282
<i>Micro Banking Vertical</i>	5,304	5,143	4,289
<i>Retail Assets Vertical</i>	354	465	323
<i>Liabilities Vertical</i>	1,591	1,294	824
<i>Others including Support & Control Teams</i>	1,042	878	846
B. Utkarsh CoreInvest Ltd. Total	09	07	06
C. Utkarsh Welfare Foundation Total	19	21	23
Grand Total (A+B+C)	8,319	7,808	6,311
<i>Female Employees</i>	1,013	873	630

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

Initiatives' Particulars	As on Dec 31, '19	As on Sep 30, '19	As on Mar 31, '19
Financial Awareness Program			
No. of Programs	18,237	15,061	13,521
No. of Beneficiaries Outreach	3,90,709	3,39,032	3,11,086
Health Program			
No. of Regular Poly Clinics	945	891	816
No. of Locations Covered	22	08	08
No. of Beneficiaries Outreach	1,02,743	94,631	82,423
No. of Mobile Van Poly Clinics	1,192	1,091	972
No. of Locations Covered	39	20	15
No. of Beneficiaries Outreach	2,13,851	1,93,216	1,69,342
Village Development Program			
No. of Village Adopted	05	05	05
No. of Members Benefitted through Financial Literacy	19,872	17,809	17,508

Utkarsh's Events Diary for Q3:

- **Inauguration of Banking Outlets:** USFBL launched 23 new Banking Outlets (General Banking Outlets) pan India. This included 1 in Assam, 2 in Bihar, 1 in Chhattisgarh, 2 in Gujarat, 2 in Haryana, 1 in Jharkhand, 4 in Maharashtra, 1 in Telangana, 8 in Uttar Pradesh and 1 in West Bengal.

Accordingly, the pan India Banking Outlet outreach of USFBL as on December 31, 2019 has increased as under:

Status as on	States/UT	Districts	General Banking Outlets	Micro Banking Outlets	Total Business Locations
Dec 31, '19	17	167	98	393	491
Sep 30, '19	15	157	75	393	468

- **Two Wheeler Product Launched:** On October 22, 2019, USFBL launched the Vehicle Loan Product for its Micro Banking customers. On this occasion Mr. Govind Singh, MD & CEO, Utkarsh Small Finance Bank Ltd. handed over the keys of the vehicles to the first three borrowers at Corporate Office, Varanasi. Two Wheeler Loans is being offered to existing Micro Banking Customers, who have completed their two (2) JLG Loan cycles with a minimum repayment of 24 months [total of 24 months, in case of prepayment / foreclosure]. Such clients can either be a Borrower or a Co-borrower.



Branding and Marketing Initiatives during Q3

- **Social Media Campaigns:** The Bank organised Social Media Campaigns with the themes #MeriDiwaliUmeedonwali in October 2019, #MeriUmmeedMeraBank in November 2019 and #SaathDeneKaShukriya in December 2019.
- **Children's Day Contest:** USFBL organised a Pan India Children's Day Contest in November 2019 to showcase the creative aspirations of Children. All the participants of the #MeriUmmeedJr. contest were given gifts and certificates of participation. The top three (3) winners of the contest along with their parents were felicitated at the Bank Branches by Senior Officers of the Bank.

Events / Conferences / Seminars

- **2 Days' Inclusive Finance India Summit, 2019 (Dec 04-05, 2019):** Micro Finance Institutions Network (MFIN) organized the 'Inclusive Finance India Summit, 2019' on December 04 & 05, 2019 at The Grand, New Delhi. **Mr. Govind Singh**, MD & CEO, USFBL participated as a Theme Panel Member of the session - "**Five years of SFB journey and the road ahead**" on December 05, 2019. As an Associate sponsor, the Bank had put-up a stall at the venue to increase the brand visibility and also sensitize visitors on the products and services being offered by the Bank.
- **1 Day's 'UPMA IVth State Microfinance Conference, 2019' (Dec 16, 2019):** Microfinance Association of Uttar Pradesh (UPMA) organised its '4th State Microfinance Conference, 2019' on December 16, 2019 at The Taj, Lucknow. **Mr. Govind Singh**, MD & CEO, USFBL participated as a Panel Member of the session - "**Opportunities & Way Forward for SFBs & Microlenders in the context of merger and amalgamation of SCBs, RRBs, and opening doors for new SFBs through Cooperative Banks Post Bank etc.**". This Conference was well graced by industry experts / entities, Union Minister, Senior Government Officials and academicians, wherein the Bank had good brand visibility.
- **1 Day's 5th Eastern India Microfinance Summit 2019 (Dec 18, 2019):** The Association of Micro Finance Institutions – West Bengal (AMFI-WB), along with its member MFIs and knowledge partner KPMG hosted its 5th Eastern India Microfinance Summit 2019, titled "**Role of data in driving growth/ Integration of technology and collaborations across the MFI value chain**" on December 18, 2019 at The Lalit, Kolkata. The Bank participated in the event as an associate sponsor enabling increased brand visibility.
- **GAME Annual Convening (Dec 12, 2019):** The Global Alliance for Mass Entrepreneurship (GAME) organized its annual convening on December 12, 2019 at the Park Hotel, New Delhi. **Mr. Satish Kr Bhatia**, Head- Credit Support & SLBC and **Ms. Sapna Mehra**, Zonal Business Head- SB & TPP participated in 'Financing Mass Entrepreneurship' session. **Mr. Pankaj Kumar Singh**, Zonal Head – Credit, participated in 'Market linkages' and **Mr. Sudhir Dubey**, Zonal Head – Micro Banking participated in 'The Next Generation of Micro-enterprise technologies' sessions.
- **Purvanchal Cricket Association for Physically Challenged, 2019 (Dec 22-24, 2019):** Purvanchal Cricket Association (PCA) is the Purvanchal region's newly conceived cricket Association. PCA organised a Cricket Tournament, from December 22 to 24, 2019 at M.P Theatre, Banaras Hindu University, Varanasi. The Trophy & Shield awarded to winners of the cricket tournament were sponsored by the Bank. The event was graced by academicians and representatives of various entities. Thus, the event ensured good brand visibility for the Bank.



Awards and Accolades

- **The Bank received Social Impact Initiatives Award, 2019:** USFBL won the “**Social Impact Initiatives Award**”, 2019 in the **5th Eastern India Microfinance Summit 2019**. **Mr. Ashwani Kumar**, MD & CEO of Utkarsh CoreInvest Ltd. received the award on behalf of the Bank in the event at The Lalit, Kolkata on December 18, 2019.

HR Initiative for Employee Engagements

- **Town Hall Meeting (Dec 07, 2019):** TOWN HALL is a regular feature for connecting with the employees of the Bank. Continuing the momentum, the Bank organized the second Virtual Town Hall meet, on December 07, 2019 from 5:00 p.m. to 6:30 p.m. The event was telecast live from Mumbai. **Mr. Govind Singh**, MD & CEO of USFBL addressed the gathering to share his views on the exciting Utkarsh Journey and Way Forward. Mr. Adhip Ranjan Syamroy, Chief Operating Officer (COO), Mr. Birendra Sahu, Head-Corporate Center, Mr. Gopireddy Srinivasa Reddy, Head-Treasury, Mr. Mukund Barsagade, Chief Financial Officer (CFO), Mr. Sachin Patange, Chief Compliance Officer (CCO) and Mr. Venkat Krishnan, Chief Technology Officer (CTO) also shared milestones of USFBL.

Employees had assembled at their work place to view the address through web-cast on Big Screens in the presence of Senior Management. Some of the employees also viewed the web-cast of the event through their mobile handsets / laptops / desktops. Employees were encouraged to submit their queries online, which were addressed in near real time by the Senior Management.

- **Festivities during the Quarter:** Utkarsh celebrated the auspicious festival of Diwali on October 25, 2019, wherein the Recreation Committee organized various competitions viz. Diya Painting, Traditional Dress Competition and Rangoli Making, besides Office Decorations in Corporate Office and at all Zonal Offices.

Christmas celebrations were also observed on December 24, 2019 by organising Office Decoration in Corporate Office and at all Zonal Offices. These activities were an opportunity to get closer with colleagues / other departments.

New incumbents in Senior Management

- **Hitain Sharma, Chief Human Resource Officer (CHRO)**

He has an overall experience of 18 years in HR function of Banking and Financial services. His last assignment was with Aditya Birla Capital Limited. Prior to that, He also had stints with Kotak Mahindra Bank Limited, Tata AIG General Insurance, Balassa Healthcare and Shaw Wallace & Company Limited, among others. He has done a Master in Business Administration (MBA) from Symbiosis Institute of Business Management (SIBM), Pune.



- **Puneet Maheshwari, Deputy Vice President – Strategy & Planning**

He has an overall experience of 15 years in Credit Rating & Monitoring, Credit & Risk Analytics, Risk Management, Due Diligence & Investments. Prior to USFBL, he has worked with ICRA Limited as Vice President. He also had stints with CARE Ratings Limited, FairConnect Business Advisors, Saija Finance Private Limited, Evalueserve Private Limited and Punjab National Bank, among others. He is a Chartered Accountant from The Institute of Chartered Accountants of India (ICAI).





SUCCESS STORIES - as client speaks “...”

I am Bina, a native of Parshurampur, which falls under Varanasi district. I always wanted to start my own business, but it was becoming very hard to meet our daily expenses with the minimal income. Our relatives also denied to support us, as they were not sure whether, they will get their money back or not.



One day my neighbour Rekha came to my home and she informed me about Utkarsh, which provides financial assistance to groups formed by women for income generating activity. Also, she motivated me to become an active member of Joint Liability Group (JLG).

After discussion with my husband, we decided to take an initial loan of ₹20,000 and opened a small grocery shop within my house with few items.

Later on, after few months, we decided to expand our business and add few more household items. For the same, I applied for the next loan cycle of ₹25,000.

Slowly and gradually, today I am able to save from my own earning for a better future of my family and also help my family financially to provide them a better life.

My daughter suggested me to start the work of photocopy within the shop for the business growth. So for that, I again applied for the subsequent loan of ₹40,000. With this loan and my savings I purchased a photocopy machine.

Within few months, my earning increased and I am able to save ₹2,000 monthly from my own. Thank you Utkarsh for your help and support to fulfill our daily needs and my dreams.

Ms. Bina, a resident of Parshurampur -Varanasi is a client of USFBL's Pahariya Branch.

EMPLOYEE SPEAKS “...”

“My Journey with Utkarsh started more than 5 years back in October 2014 with the Secretarial team of Utkarsh Micro Finance Pvt. Ltd. as Company Secretary. It is a matter of pride and privilege for me to be part of the vibrant environment at Utkarsh and benefit from various learning opportunities. I started my career with Utkarsh and in my secretarial stint I have gained immensely with the exposure to areas like Board management, Investor relationship, statutory and regulatory compliance. My Utkarsh experience has contributed positively towards my personality development leading to a stable career.

As Utkarsh transformed itself from an NBFC- MFI to a Small Finance Bank (SFB), I was lucky to be part of this transition. I got an opportunity to be closely associated with the formation of the Bank and close interaction with regulators. With the new challenges in the offing, I have been provided with the opportunity to further enhance my skills in Secretarial Practice and Regulatory Compliance. I would like to thank all colleagues and seniors for providing constant support and growth opportunities within Utkarsh.”

Excerpts from a talk with Mr. Neeraj Kumar Tiwari – Utkarsh CoreInvest Ltd. (Varanasi) – Company Secretary



PHOTO GALLERY: UTKARSH ACTIVITIES



Social Impact Initiatives Award, 2019



Purvanchal Cricket Association for Physically Challenged, 2019



UTKARSH IN NEWS



Utkarsh Small Finance Bank

Aapki Ummeed Ka Khaata

UTKARSH IN NEWS: Q3

उत्कर्ष स्मॉल फाइनेंस बैंक ने अपनी बैंकिंग शाखा नेटवर्क का किया विस्तार

उत्कर्ष स्मॉल फाइनेंस बैंक ने अपने बैंकिंग शाखा नेटवर्क का विस्तार किया है। नए शाखाओं का उद्घाटन किया गया...

Vehicle loan product introduced

उत्कर्ष स्मॉल फाइनेंस बैंक ने अपने ग्राहकों के लिए वाहन ऋण उत्पाद शुरू किया है।

उत्कर्ष बैंक की गुवाहटी में नयी शाखा उद्घाटित

उत्कर्ष स्मॉल फाइनेंस बैंक ने गुवाहटी में अपनी नई शाखा का उद्घाटन किया है।

उत्कर्ष स्मॉल फाइनेंस बैंक ने नए शाखाओं की उद्घाटन किया

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उत्कर्ष स्मॉल फाइनेंस बैंक ने वाहन ऋण का शुभारंभ किया है।

उत्कर्ष स्मॉल फाइनेंस बैंक ने नए शाखाओं की उद्घाटन किया

उत्कर्ष स्मॉल फाइनेंस बैंक ने नए शाखाओं का उद्घाटन किया है।

दैनिक भास्कर

Utkarsh Small Finance Bank expands its footprint in a new state
Kashan by launching its First Banking Outlet in Guwahati

उत्कर्ष स्मॉल फाइनेंस बैंक की नयी शाखा

उत्कर्ष स्मॉल फाइनेंस बैंक ने नए शाखाओं की उद्घाटन किया

उत्कर्ष स्मॉल फाइनेंस बैंक ने वाहन ऋण का शुभारंभ किया

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उत्कर्ष स्मॉल फाइनेंस बैंक ने नए शाखाओं की उद्घाटन किया

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

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