



Q3 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 139 Districts of 11 States pan India.

As per the Provisional and Unaudited figures, as at the close of Q3 FY2019, the Micro Finance Outreach had 1,826,152 active clients with Loan Portfolio of ₹33,980.1 Mn. The Retail Assets Business (including MSME Loans) had 10,810 active client base with Loan Portfolio of ₹1,424.4 Mn and Housing Loan Business had 474 active client base with Loan Portfolio of ₹303.1 Mn. The total Assets Portfolio of USFBL was ₹38,596.23 Mn, as on December 31, 2018. Total number of active accounts in the liability business were 138,304 with ₹30,506.8 Mn of Deposits base.

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

OUTREACH	As on Dec 31, '18	As on Sep 30, '18	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	110,592	104,882	1,01,082
Total No. of Groups	468,346	439,743	3,84,051
Active Client Base	1,826,152	1,735,257	1,512,377
Loan Portfolio Outstanding (₹ in Mn) [#]	33,980.1	31,948.7	28,424.8
[#] (Including Managed Portfolio)	301.55	500.07	1,037.7
Retail Assets including Micro, Small & Medium Enterprises Loans			
No. of States	10	10	8
No. of Districts	40	41	32
No. of MSME Business Locations	45	45	35
Active Client Base	10,810	11,162	13,214
Loan Portfolio Outstanding (₹ in Mn)	1,424.4	1,273.8	1,034.1
Housing Loans			
No of States	6	6	6
No. of Districts	18	19	18
No. of Housing Business Locations	18	19	18
Active Client Base	474	400	300
Loan Portfolio Outstanding (₹ in Mn)	303.1	246.4	152.3
Wholesale Lending Business			
Active Client Base	21	21	19
Loan Portfolio Outstanding (₹ in Mn)	2,544.6	2,878.5	2,467.4
Liabilities Business			
No. of States	11	11	11
No. of Districts	47	47	45
No. of General Banking Outlets	56	56	53
Total No. of Accounts	138,304	96,155	34,945
Total Deposits base (₹ in Mn)	30,506.8	26,002.7	21,938.7
Overdraft against Fixed Deposit (₹ in Mn)	344.03	-	-
Number of ATMs			
On-site ATMs	74	68	58
Off-site ATMs	36	36	29
TOTAL	110	104	87





Employee Base:

Number of Employees	As on Dec 31,'18	As on Sep 30,'18	As on Mar 31,'18
A. Utkarsh CoreInvest Ltd. Total	6	4	3
B. Utkarsh Small Finance Bank Total	6,171	6,235	5,142
<i>Micro Banking Vertical</i>	<i>4,214</i>	<i>4,156</i>	<i>3,475</i>
<i>Retail Assets Vertical</i>	<i>348</i>	<i>433</i>	<i>532</i>
<i>Liabilities Vertical</i>	<i>776</i>	<i>813</i>	<i>601</i>
<i>Others including Support & Control Teams</i>	<i>833</i>	<i>833</i>	<i>534</i>
C. Utkarsh Welfare Foundation Total	29	30	32
Grand Total (Utkarsh) (A+B+C)	6,206	6,269	5,177

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

Initiatives' Particulars	As on Dec 31,'18	As on Sep 30,'18	As on Mar 31,'18
Financial Awareness Program			
No. of Programs	12,385	11,248	9, 236
No. of Beneficiaries	2,90,429	2,69,947	2, 37, 302
Health Program			
No. of Regular Poly Clinics	786	719	643
No. of Locations Covered	08	08	08
No. of Beneficiaries	76,415	67,436	55,157
No. of Mobile Van Poly Clinics	897	762	682
No. of Locations Covered	20	15	15
No. of Beneficiaries	1,51,840	1,29,442	1,15, 494

- **Name Change of the Holding Company:** The name of "Utkarsh Micro Finance Limited" has been changed to "Utkarsh CoreInvest Limited", as approved by Ministry of Corporate Affairs w.e.f. October 11, 2018. The change in name is subsequent to change in its licence from NBFC-MFI to NBFC-CIC, owing to sale of its business to USFBL through BTA (Business Transfer Agreement).

Milestones in Liabilities Business during Q3:

- **1,00,000 Savings Account & 1,00,000 Debit Cards:** USFBL crossed the milestone of having 1,00,000 active Savings Bank Accounts and had also achieved the milestone of having 1,00,000 Debit Cards in force during Q3.
- **Launch of FD & RD Booking through Mobile Banking:** USFBL went live with online Deposit Booking (through Mobile Banking now, earlier this facility was available only through Internet Banking). Initially the facility has been launched for Single Account holders. With this, the customers can now just download Utkarsh Bank Mobile App and book FDs or RDs at their convenience.
- **Launch of Money Transfer Services (Inward Remittance):** Under the RBI's scheme of acting as an Indian Agent under the Money Transfer Service Scheme (MTSS), USFBL has entered into an agreement with M/s. Ebix Money Express Pvt. Ltd whereby it has now become a sub representative to undertake Inward Remittance through Western Union Money Transfer Company.





Events / Conferences / Seminars

- **2 Days' Inclusive Finance India Summit, 2018 (Dec 11-12, 2018):** Micro Finance Institutions Network (MFIN) organized the '**Inclusive Finance India Summit, 2018**' on December 11 & 12, 2018 at The Ashoka, New Delhi. **Mr. Govind Singh**, MD & CEO, USFBL participated as a Theme Panel Member of the session - "**The New Banks on the Block: How are they Targeting the Inclusion Agenda?**" on December 11, 2018. 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 4th Eastern India Microfinance Summit 2018 (Dec 14, 2018):** The Association of Micro Finance Institutions – West Bengal (AMFI-WB), along with its member MFIs and knowledge partner KPMG hosted its 4th Eastern India Microfinance Summit 2018, titled "**Microfinance: Going Digital While Retaining the Humane Touch**" on December 14, 2018 at the Park, Kolkata, West Bengal. The Bank participated in the event as an associate sponsor enabling increased brand visibility.
- **1 Day's 'UPMA IIIrd State Microfinance Conference, 2018' (Nov 29, 2018):** Microfinance Association of Uttar Pradesh (UPMA) organised its '**3rd State Microfinance Conference, 2018**' on November 29, 2018 at Hilton Garden, Lucknow, with the theme as "**Existing Road Blocks & Emerging Opportunities in Microfinance and the role of Regulatory Bodies**". This Conference was well graced by industry experts / entities, Union Minister with senior govt. officials, academicians, wherein the Bank had good brand visibility.
- **Campus to Corporate Interaction:** In its endeavour to have continued interaction with various Campuses to increase the Banking Awareness as well as to increase the Brand visibility of the Bank, Utkarsh visited various Colleges / Institutes pan India, viz. Utkal University- Bhubaneswar, IBS- Dehradun, SRMS-Lucknow, SMS-Lucknow, CIMP-Patna, BIT-MESRA-Ranchi, KIT-Varanasi, SMS-Varanasi and RSMT-Varanasi, wherein the Senior Management interacted with the students and faculties.
- **Utkarsh won the 'Microfinance Cricket Tournament' in UPMA Cricket Series during Q3:** Microfinance Association of Uttar Pradesh (UPMA) organized '**Microfinance Cricket Tournament**' a friendly cricket tournament, wherein various MFIs and SFBs participated. Utkarsh also participated in the Series and came out as the winner in the Final Match. The team was awarded the Champions Trophy during UPMA's 3rd State Microfinance Conference on Nov 29, 2018 at Lucknow.
- **Marketing and Branding Initiatives:** During the quarter, the Marketing and Branding initiatives included Activation Programs like Schools Contact Programs at various schools. Besides, the Bank also organised Social Media Campaigns with the themes as #UmmeedSafaltaKi for October 2018, #UmmeedonKaUjala for November 2018 and #GearUpForTheNewYear for December 2018.
- **Festivities during the Quarter:** Utkarsh celebrated the auspicious festival of Diwali on November 06, 2018, 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. These activities were an opportunity to get closer with colleagues / other departments.

Christmas celebrations were also observed on December 24, 2018 by organising Office Decoration in Corporate Office and at all Zonal Offices. Also, the New Year Celebrations had many employees engaging in fun-filled activities and competitions, wherein employees participated with full enthusiasm. These activities are an opportunity to come closer with colleagues of various verticals, enriching Utkarsh culture.





SUCCESS STORIES - as client speak "..."

"I am Lalti Devi, a housewife who belongs to the city of Prayagraj, earlier known as Allahabad in Uttar Pradesh. My husband is a worker in leather shop in New Delhi. Initially, the earnings of my husband was not enough for my family and thus it was hard to manage the expensess.

Few years ago, I came to know about Utkarsh from my friend, who told me about the company providing income generating loans to women in Groups for taking up business activities.

I met an Utkarsh official who helped me to understand an income generating loan for taking up small businesses and things changed after that. I looked around into my vicinity and seeing the demand of catering business relevant to my skillset, I decided to take an initial loan of ₹15,000 to start my own business of catering in my neighborhood. I did good and gradually I scaled it up with a subsequent loan of ₹20,000 by also taking up the lighting activities in marriages and other small parties. Further, as I moved ahead, I took a third loan of ₹25,000 to expand the business by purchasing small DJ equipment. Today we have our shop in the market for boo kings and customer service.

With increase in demand and earning we expanded our business in other cities also. To capture more customer segmentation, we decided to start selling Colorful CFL Bulbs which are highly demanded and as also required in marriage and other ceremonies, for which we applied for higher ticket size loan in subsequent cycles.

As an active member of a JLG group, I feel satisfied that I have utilized the credit facility extended by Utkarsh very effectively. Today, I am very happy, I would like to express my gratitude towards Utkarsh. My elder son settled down in this business and also provides job to others. I am really thankful to Utkarsh for supporting me and my elder son for starting the business of wedding organizer by allotting us sufficient credit amounts as per our requirement and in time."

Ms. Lalti Devi, a resident of Himmatganj, Gopiganj is a client of USFBL's Prayagraj (Erstwhile, Allahabad) Branch.



EMPLOYEE SPEAK "..."

"Now it is going to be 3 years since my journey with Utkarsh began. I was acquainted with Utkarsh and its core values of bringing socio economic change through financial inclusion since its inception days in 2009. However, as an insider I have experienced Utkarsh's dynamic yet disciplined ecosystem which enables its employees to contribute towards its core values with creativity and commitment. It is enlightening for me to see meticulousness in modus operandi embedded in organizational DNA across functions and departments. System, process, culture and technology driven growth model conceived by our founders is the mantra for success that we witness today.

Utkarsh has provided me with an enabling environment which empowers expression and discussion of new ideas. This is complimented with data driven and adaptable systems that enable result oriented experimentation of new ideas. As a result of such forward thinking approach, we implement some of the most unique, locally relevant and effective community engagement programs in our areas of intervention. Working with Utkarsh during its formative days has given me ample opportunity to capitalise on my past experience while also unlearning, reinventing and evolving which has contributed to broadening of my personal and professional horizons."

Excerpts from a talk with Mr. Umanath Mishra - Head Operations, Utkarsh Welfare Foundation.



PHOTO GALLERY: UTKARSH ACTIVITIES



Utkarsh receiving Champions Trophy at UPMA's 3rd State Microfinance Conference, 2018



Utkarsh at Conferences (Inclusive Finance India Summit & 4th Eastern India Microfinance Summit)



Contribution for Kerala Flood Relief: Utkarsh Small Finance Bank is with the people of Kerala, while they are rebuilding their beautiful State. Our Senior Management Mr. Venkat Krishnan, Chief Technology Officer (CTO) and Mr. Mohinder Pal Singh, Zonal Head – Liabilities, Delhi-NCR submitted Utkarsh's contribution for the noble cause to Shri Pinarayi Vijayan, Chief Minister, Kerala.





UTKARSH IN NEWS



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Utkarsh Bank live on ACI payment solution tech

ENS ECONOMIC BUREAU @Mumbai
VARANASI-based Utkarsh Small Finance Bank became the first one to go live with the UP Retail Payments Solution platform offered by global real time electronic payment and banking solutions major ACI Worldwide, in collaboration with its Indian partner AGS Transact

The payment solutions offered also fulfils the regulatory norms as ACI provides the technology along with its Indian partner, and is compliant with the recent Reserve Bank of India mandate to store data within India.
"By transition to ACI's payment solution, Utkarsh can process multiple new transactions through UP Retail Payments," Utkarsh Bank said.
It would also be able to access set of APIs developed by the National Payments Corporation of India's (NPCI) UPI (Unified Payment Interface) initiative, which is enabling systems integrators and service providers.

Utkarsh has around 450 branches, almost all in "unbanked" areas currently in the north Indian states, complete with ATMs.
The bank wants to rapidly add customers to reach a base of 10 million by 2021 from around 2 million in current fiscal, said Venkat Krishnan V, CTO, Utkarsh Bank.

The New Indian Express

Utkarsh SFB adopts ACI's payments solution

ELECTRONIC PAYMENTS AND banking solutions provider ACI Worldwide on Monday said Utkarsh Small Finance Bank (USFB) has migrated to its latest version of retail payments solution. The transition was achieved through ACI's strategic partnership AGS Transact.

Financial Express

Utkarsh Small Finance Bank adopts ACI's payments solution

Electronic payment and banking solutions provider ACI Worldwide Monday said Utkarsh Small Finance Bank (USFB) has migrated to its latest version of retail payments solution. The transition was achieved through ACI's strategic partnership AGS Transact Technologies, an end-to-end payment solutions providers in the country, it said in a release. ACI's next generation payments solution, UP Retail Payments solution, enables institutions to acquire, protect and manage payments from multiple channels, it added.

Afternoon DC

बगैर गारंटी मात्र दस दिन में लीजिए लोन

वाराणसी। अगस्तमें ही उत्कर्ष बैंक अपने ग्राहकों के लिए दस दिन में लोन देने का दावा करती है। बैंक की यह पहल अत्यंत सरल और तेज है। ग्राहकों को लोन के लिए दस दिन में ही लोन मिलेगा। बैंक की यह पहल ग्राहकों के लिए बहुत ही सुविधाजनक है। बैंक की यह पहल ग्राहकों के लिए बहुत ही सुविधाजनक है। बैंक की यह पहल ग्राहकों के लिए बहुत ही सुविधाजनक है।



Jan Sandesh

उत्कर्ष स्माल फाइनेंस बैंक से मिल रहा प्रशिक्षण व रोजगार

State Media

एसीआई वर्ल्डवाइड और एजीएस ट्रांजेक्ट टेक्नोलॉजीज ने उत्कर्ष स्मॉल फाइनेंस बैंक के लिए तीव्र तकनीकी परिवर्तन संभव बनाया

Janpath Samachar

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