

Servitium Micro Finance Private Limited

24/1, Old Calcutta Road, Chowdhury Para, Rahara, Kolkata-700118

Valid from: November 28th , 2024

Valid to: November 27th , 2025

Grading Type	Grading Assigned
MFI Grading	MFI 2

IAR MFI Grading	Definition
MFI 1	Highest capacity of the MFI to manage its operations in a sustainable manner.
MFI 2	High capacity of the MFI to manage its operations in a sustainable manner.
MFI 3	Good capacity of the MFI to manage its operations in a sustainable manner.
MFI 4	Above Average capacity of the MFI to manage its operations in a sustainable manner.
MFI 5	Average capacity of the MFI to manage its operations in a sustainable manner.
MFI 6	Below Average capacity of the MFI to manage its operations in a sustainable manner.
MFI 7	Weak capacity of the MFI to manage its operations in a sustainable manner.
MFI 8	Poor capacity of the MFI to manage its operations in a sustainable manner.

Table of Content

Sl. No	Particulars	Page Number
1	General Information	3
2	Brief Profile of the Organization	4
3	Mission & Vision	4
4	Promoters/Director's Details	5
5	Transparency	8
6	Operational Setup	8
7	Sustainability	9
8	Asset Quality (NPA Profile)	10
9	Operational Outreach	11
10	Annexures 1: Past and Projected Financial	28
11	Annexures 2: Organizational Structure	30
12	Annexure 3: Loan Products	30
13	Annexure 4: Asset Profile	31
14	Annexure 5: Resource Profile	31
15	Annexure 6: Portfolio Details	31

General Information

Sr. No.	Particulars	Details	
1	Managing Director	Mr. Subrata Ghosh	
2	Year of Incorporation	March 16, 1995	
3	Commencement of MFI operations	2018	
4	Legal Status	Non-Banking Finance Company (NBFC-MFI)	
5	CIN	U51909WB1995PTC069463	
6	Group	NA	
7	RBI Classification	Registered as a NBFC-MFI under RBI Act.	
8	Registered Office/ Corporate Office	24/1, Old Calcutta Road, Chowdhury Para, Rahara, Kolkata-700118	
9	Lending Model	Joint Liability Group (JLG)	
10	Tangible Net Worth	Rs.14.41 crore as on March 31, 2024	
11	Geographical reach as on Sept 30, 2024	No. of States	2
		No. of Districts	10
		No. of Branches	24
		No. of Active Borrowers	37,831
		No. of Total Employees	161
		No. of Field/Credit Officers	85
14	Auditors	K. N. Jain & Co	
15	Outstanding Grading	M3 by SMERA	
16	Outstanding Rating	BBB-/ Stable by Acuite Ratings & Research	
17	Software use	FINNCUB by SAS Group	
18	No of Lenders	27	

GRADING RATIONALE

Brief Profile of the organization

- Servitium Microfinance Private Limited herein referred as SMFPL started its operation in the name of “Seba Rahara” in the year 2006. The management of Seba Rahara understood that only through the form of RBI registered NBFC-MFI the micro lending operation can be carried out in legally complied manner in India and there will be level playing field for all the stakeholders and the sector as a whole. The management acquired an existing NBFC named “Sunflag Merchants Private Limited” during FY2015–16 and transferred the MFI portfolio of SEBA Rahara to the newly acquired company. The company received the license for NBFC-MFI from Reserve Bank of India in the name of “Servitium Micro Finance Private Limited” in May 2022, bearing COR No. B.05.03990.
- SMFPL started its microfinance operations in the year 2018. Its corporate and registered office was located at 24/1, Old Calcutta Road, Chowdhury Para, Rahara, Kolkata-700118.
- SMFPL is working in JLG model only. The Company will strengthen its Board and Senior Management by including more experienced professionals with experience in banking and financial services.
- Currently, the operations of the company are managed by Mr. Subrata Ghosh, Managing Director. He has more than 12 years of experience in MFI sector.
- Experienced board of directors with two independent directors. Independent directors constitute 50% of the Board of directors.
- SMFPL is now working with 24 branches spread over 10 districts in two states, West Bengal and Bihar, where they are providing services to more than 37 thousand clients.
- As on September 30, 2024, SMFPL is managing a total outstanding loan portfolio of Rs.96.48 crore (including the managed portfolio of Rs. 42.44 crore).

Mission & Vision of SMFPL

The **Mission Statement** of SMFPL is “Our mission is to create opportunities for the distressed, disadvantage and deprived segments of the society with a prime focus on poor women so that they can attain socio - economic empowerment and substantial social and economic development.”

The **Vision Statement** of SMFPL is “With a vision of a just, enlighten, healthy and democratic India free from the evils of gender discrimination, illiteracy, secured hunger,

poverty and exploitation where men and women move forward to achieve highest levels of humanity and solidarity.”

Profile of Governing body members/Directors of Servitium Micro Finance Private Limited

Name	Age	Designation In the board	Education Qualification	Brief Profile	Total Years of Experience	Experience in Micro finance
Mr. Chanchal Majumder	65 Years	Independent Director	B.SC in Agriculture with Honours	He retired as General Manager of UCO Bank and Head of the Credit Monitoring Department along with Head of Stressed Assets Management vertical. He has more than 5 and half years' experience as GM of under stressed, special mention accounts. He worked as a Zonal Manager (as DGM) of Mumbai.	30	4
Mr. Partha Sengupta	66 Years	Independent Director	M. Sc (Agriculture)	He joined UCO Bank as Agricultural Field Officer (Scale I) as on 02/07/1984. Retired on 31/01/2019 as General Manager (Scale VII). In 34 years and 6 months of working experience as a banker, he has worked in different capacities like Assistant Manager, Branch Head, Officer in Lead Bank Office, Executive Assistant in Executive Director's Office, SME Hub In-charge, Zonal Manager in 4 zones (Agartala, Bhubaneswar,	35	9

				<p>Salt Lake and Kolkata Zone). As Field Officer he worked in rural areas, handled Rural Credit, particularly Crop financing and other Govt. Programs for upliftment of rural masses. He has worked in credit department in Zonal Office wherein got the opportunity to handle big advances. His career progressed with the passage of time with satisfactory discharge of his duties in different capacities and Bank has promoted him from time to time and finally as General Manager (Recovery) he retired from Head Office.</p>		
Mr. Subrata Ghosh	46 Years	Managing Director & COO	M.Com, MBA (Finance)	<p>He was associated with SEBA RAHARA, a registered society as Secretary for last 12 years. Before joining 'SEBA' he worked with BANDHAN-Kon Nagar as Management Trainee.</p>	18	18
Mrs. Rita Ghosh	49 Years	Director	Higher Secondary	<p>She was associated with SEBA RAHARA as a Coordinator for last 7 years. Acting as director of the company for last 3 years, she is engaged in bulk lending to</p>	7	7

				other organizations and small ticket lending for last 2 years.		
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Senior Management Profile

Name	Designation	Qualifications	Total Experience
Mr. Subrata Ghosh	Managing Director	M.Com, MBA (Finance)	18
Mr. Debendra Modak	Zonal Manager	M.SW.	17
Mr. Biswajit Sarkar	Divisional Manager	M.Sc.	22
Mr. Jayanta Samanta	MIS Head	B. Com	18
Mr. Sandipta Sinha Roy	Finance Head	B.Sc.	19
Mr. Pijush Saha	HR Head	Diploma in Mechanical Engineering	22
Mr. Trilash Roy	Loan Hub Head	Graduate	10
Mr. Chinmoy Kr. Mondal	Accounts Head	B.com	21

TOSS FRAMEWORK

Transparency	
	Good
<ul style="list-style-type: none"> ○ Servitium Microfinance Private Limited herein referred as SMFPL started its operation in the name of “Seba Rahara” in the year 2006. The management of Seba Rahara understood that only through the form of RBI registered NBFC-MFI the micro lending operation can be carried out in legally complied manner in India and there will be level playing field for all the stakeholders and the sector as a whole. The management acquired an existing NBFC named “Sunflag Merchants Private Limited” during FY2015–16 and transferred the MFI portfolio of SEBA Rahara to the newly acquired company. The company received the license for NBFC-MFI from Reserve Bank of India in the name of “Servitium Micro Finance Private Limited” in May 2022, bearing COR No. B.05.03990. ○ SMFPL started its microfinance operations in the year 2018. Its corporate and registered office was located at 24/1, Old Calcutta Road, Chowdhury Para, Rahara, Kolkata-700118. ○ SMFPL is working in JLG model only. The Company will strengthen its Board and Senior Management by including more experienced professionals with experience in banking and financial services. ○ Currently, the operations of the company are managed by Mr. Subrata Ghosh, Managing Director. He has more than 12 years of experience in MFI sector. ○ Experienced board of directors with two independent directors. Independent directors constitute 50% of the Board of directors. ○ SMFPL is now working with 24 branches spread over 10 districts in two states, West Bengal and Bihar, where they are providing services to more than 37 thousand clients. ○ As on September 30, 2024, SMFPL is managing a total outstanding loan portfolio of Rs.96.48 crore (including the managed portfolio of Rs. 42.44 crore). ○ Experienced founder group and reasonably experienced governing body members, which meets on a quarterly basis. ○ Existence of monitoring committees like HR & staff grievance committee, audit compliance corporate governance committee, risk and grievance redressals committee. ○ Credit policies are well-established, documented and communicated. ○ Transparency in the lending process and monitoring of end use of funds is adequate. The borrowers are aware of the lending policies of the company ○ The auditor has submitted an unqualified audit report and satisfactory feedback about the company ○ Overall disclosures are moderate. 	
Operational Setup	
	Strong
<ul style="list-style-type: none"> ○ Long experience of the management in microfinance, banking, financial, audit, risk and social developmental activities. ○ Supported by four-members board with experience in microfinance, banking and social development sector. ○ SMFPL Limited has a well-defined organization structure with a 4-tier reporting hierarchy and existence of separate departments with clearly defined roles and responsibilities. ○ The company follows JLG approach to extend the loans to individual and small enterprises through MSME lending operations. 	

- The company uses “FINNCUB” by SAS group and “Tally” software for keeping the records of its operational activities. “Tally” software is also being used for the accounting level. All the numbers are aggregated at the branch level and journals are passed every day.
- Adequate risk management system for tracking over-dues and collection of delinquent loans is in place.
- Risk management systems are in place & commensurate with the size of the operation. Takes insurance cover for employees for infidelity, cash in transit and cash in safe. Insurance cover is also taken for borrowers & their spouses.
- Loan disbursements are made by the Branch Office between 2-3pm through Bank Accounts of the borrowers after proper verification by the Head Office officials.
- The Company also conducts various internal and external training for their employees

Scale of Operations

Modest

- Operates in 10 districts of 2 states through a network of 24 branches as on September 30, 2024.
- SMFPL is a small sized MFI player with a loan portfolio stood at Rs. 96.48 crore as on September 30, 2024 (Rs.74.15 crore as on March 31, 2024).
- Adequate borrower base, covering 37,831 active borrowers as on September 30, 2024 (28,701 as on March 31, 2024)
- SMFPL has five loan products.

Sustainability

Average

- Strong second line of leadership; majority of senior management has adequate experience to manage the growing scale of operations
- Legal form allows equity infusion from investors.
- Moderate operating risk profile where OSS stood at 130.39% in FY2024. ROTA stood comfortable at 4.02% as on 31st March, 2024.
- The asset quality stood at comfortable levels during the period under study.
- The CAR remained satisfactory at 27.21% as on March 31, 2024. (31.46% as on September 30, 2024)
- PAR> 30 days stood comfortable at 1.22% as on September 30, 2024. Similarly, PAR> 90 days, stood comfortable at 0.49% as on September 30, 2024.

Industry outlook: Post AP crisis and regulatory intervention by RBI, the microfinance sector has seen growth in loan portfolio on account of improving funding profile, control in operating expenses, improving margins and moderate leverage levels. The current focus of the microfinance sector is mainly on micro-credit with other products still evolving. Going forward, MFIs are likely to expand their client base and reach out to more underserved areas of the country. The outbreak of COVID-19 had significantly impacted the operations of Micro Finance Institutions (MFIs) in FY2021. However, the sector started to recover from FY2023 and continued its upward trend in FY2024 as well. Overall AUM of the sector is expected to surpass Rs. 4 Lakh Crores by the end of FY2024.

Asset Quality (NPA Profile):
(Rs. Cr.)

Particulars	31.03.2022	31.03.2023	31.03.2024	30.09.2024
Gross NPAs	0.11	0.03	0.15	0.26
Net NPAs	0.00	0.00	0.00	0.00
Gross NPA/ Gross Advances (%)	0.91	0.09	0.28	0.49
Net NPA / Net Advances (%)	0.00	0.00	0.00	0.00
Net NPA / Net worth (%)	0.00	0.00	0.00	0.00

Gross NPA/Gross Advances have increased from Rs. 0.09% in as on 31st March, 2023 to Rs. 0.28% as on 31st March,2024. Net NPAs stood NIL as on 31st March, 2024.

Going forward, maintaining the high quality loan book should continue to be a focus area amidst business growth. Overall, the exceptional asset quality gives comfort regarding the MFI's credit evaluation, monitoring and control mechanisms to contain delinquency risk.

Operational outreach

For the period ended / As on,	FY22	FY23	FY24	Sept 30, 2024
Number of states	2	2	2	2
Number of districts	3	5	9	10
Branches	5	10	21	24
Number of active JLG members	5,952	14,234	28,701	37,831
Loan Portfolio	2	2	2	2
No. of loan disbursed during the year	6,076	15,039	28,691	20,416
Amount of loan disbursed during the year including managed portfolio (Rs. Cr.)	15.28	48.47	108.57	82.18
Average Loan size disbursed during the year (Rs.)	25,148	32,230	37,841	40,253
Overdue at the beginning of the year (Rs. crore)	0.07	0.06	0.02	0.13
Principal due during the year of owned portfolio (Rs. crore)	7.90	29.24	62.03	43.83
Principal recovered during the year of owned portfolio (Rs. crore)	7.81	29.14	61.84	43.48
Overdue at the end of the year (Rs. crore)	0.06	0.02	0.13	0.34
Recovery rate (%)	98.86	99.66	99.69	99.20
Total outstanding loan portfolio (Rs. crore)	11.68	30.90	74.15	96.48
Portfolio at risk (PAR) >30 days (%)	1.60	0.17	0.33	0.72
Portfolio at risk (PAR) >90 days (%)	0.91	0.08	0.20	0.27
CAR (Tier 1) %	62.40	35.04	24.41	28.69
CAR (Tier 2) %	0.97	0.99	2.80	2.78
CAR (Overall) %	63.37	36.03	27.21	31.46

Details on human resources

For the period ended / As on,	FY22	FY23	FY24	Sept 30, 2024
Credit officers	10	23	54	85
Total employees	20	40	116	161
No. of Branch	5	10	21	24
Employee productivity				
Number of loans per credit officer	595	619	532	445
Number of members per credit officer	746	760	675	555
Number of borrowers per credit officer	595	619	532	445
Amount of loan outstanding per credit officer (Rs. crore)	1.17	1.31	1.37	1.14
Branch productivity				
Number of members per branch	1,491	1,748	1,736	1,967
Number of borrowers per branch	1,190	1,423	1,367	1,576
Amount of loan outstanding per branch (Rs. crore)	2.34	3.02	3.53	4.02

Financial Sustainability

(Rs. crore)

Financial Performance	FY22	FY23	FY24
Interest income from loan	1.13	4.66	11.11
Processing Fee	0.13	0.52	1.19
Bad debts Recovered	0.00	0.02	0.04
Income from Business Correspondent services	0.00	0.01	0.18
Other interest income	0.12	0.12	0.46
Total income	1.38	5.34	12.97
Financial cost	0.30	2.09	5.93
Net interest income	1.08	2.25	7.04
Total operating expenses (incl. depreciation)	0.18	0.36	2.33
Total Provision / Write offs	0.1	0.28	0.34
PAT	0.41	1.45	2.11
Financial Position			
Net worth	7.52	10.67	14.41
Total Debt	7.77	24.00	53.99
Loan outstanding – own	11.68	30.19	53.30
Assets under management	11.68	30.91	74.15
Total Assets	15.65	35.31	69.79
Key ratios (%)			
Growth Ratios			
Total Assets (%)	105.00	125.51	97.55
Tangible Net Worth (%)	13.82	41.92	34.42
Total Capital Employed (%)	107.96	126.66	97.15
Total Income (%)	39.11	285.88	143.16
PAT (%)	(18.41)	248.85	45.82
Solvency Ratios			
Overall Gearing (times)	1.03	2.25	3.76
Interest coverage (times)–before provision & write offs	3.26	2.12	1.57
CAR %	36.03	27.21	31.46
Profitability & Operating Efficiency Ratios (%)			
Interest income/Avg. Interest earning assets (A)	14.19	22.26	26.61
Interest / Avg. borrowed funds (B)	7.13	13.17	15.21
Interest spread (A-B)	7.06	9.09	11.40
Net Interest Margin (NIM)	11.94	12.85	13.50
ROCE	7.85	16.65	17.39

Financial Performance	FY22	FY23	FY24
Interest / Avg. capital employed	2.68	8.37	11.52
Expenses / Avg. capital employed	3.46	3.61	7.14
Cost of capital	2.68	8.37	11.52
Net spread	5.17	8.28	5.87
Return on total assets (PAT / Avg. Total Assets)	3.56	5.68	4.02
Cost to Income ratio	36.27	27.75	52.18
Operational Self- Sufficiency	173.40	163.24	130.39
Operating expense/Total Operating Income	21.96	39.20	45.72
PAT (after deferred tax)/ Total Income	30.01	27.13	16.27
RONW	5.85	15.91	16.88
PAR > 30 days (%)	0.17	0.33	0.72
PAR > 90 days (%)	0.08	0.20	0.27

Earnings profile

- Total AUM of the company has increased by ~ 1.4 times to Rs. 74.15 crore as on 31st March 2024 as compared to Rs. 30.91 crore in the previous year.
- Owned portfolio of the company has increased by ~ 77 per cent to Rs. 53.30 crore as on 31st March, 2024 as compared to Rs. 30.19 crore as on 31st March, 2023.
- The MFI has entered into BC partnership with Unity Small Finance Bank Limited. Total managed portfolio of the company stood at Rs. 20.84 crore as on 31st March, 2024 on which the company is earning commission of 12% annually.
- Total income of SMFPL has increased to Rs. 12.97 crore in FY 2024 as compared to Rs. 5.34 crore in the previous year in line with the scale of operation.
- PAT of SMFPL has increased to Rs. 2.11 crore in FY 2024 as compared to Rs. 1.45 crore in the previous year.
- Yield on portfolio of the company stood high at 26.61% as on 31st March, 2024. Cost of borrowing stood high at 15.21% as on 31st March, 2024.
- The CAR stood comfortable at 27.21% as on March 31, 2024. Further, it has improved to 31.46% as on 30th September, 2024. CRAR remains comfortably above the RBI stipulated 15% for NBFC-MFIs.
- The operational self-sufficiency (OSS) of SMFPL stood comfortable at 130.39% as on 31st March, 2024.
- Operating Expense Ratio (OER) of the company stood low at 4.89% in FY 2024.
- Gearing of the MFI stood comfortable at 3.76 times as on March 31, 2024.

Borrowing Details as on September 30, 2024

Name of Bank/Financial Institution	Nature of Facility	Sanctioned Amount	Outstanding as on 30/09/2024	Current rate of Interest %
State Bank of India	Term Loan	5.00	1.84	12.20
		7.00	4.07	11.00
FWWB	Term Loan	3.00	0.13	15.50
		1.00	0.39	15.50
		2.50	0.59	15.50
			0.57	15.50
		5.00	2.00	15.50
Eclear Leasing & Finance Pvt. Ltd / Grow Money	Term Loan	2.00	0.30	16.75
			0.90	16.75
Usha Financial	Term Loan	2.00	0.18	16.00
			0.75	16.00
Union Bank of India	Term Loan	8.00	2.67	10.45
			6.30	11.55
Ramsons Projects Ltd	Term Loan	1.00	0.64	17.00
RAR Fincare Limited	Term Loan	0.50	0.09	16.50
			0.75	16.50
Cholamandalam Investment and finance	Term Loan	1.00	0.80	15.00
			1.50	15.50
Electronica Finance LTD.	Term Loan	3.00	2.06	15.25
Incred Financial services LTD	Term Loan	2.00	0.37	16.50
Rockland Finstock Limited	Term Loan	1.00	0.11	17.00
			2.00	17.00
Moneywise Financial Services	Term Loan	2.00	0.37	16.00
Finstar Capital Ltd	Term Loan	0.50	0.15	16.75
			0.75	16.65
Real Touch Finance Limited	Term Loan	2.50	0.45	16.50
			0.64	16.50
			1.00	16.25
Ananya Finance for Inclusive Growth Private Limited	Term Loan	1.00	0.28	16.75
UC Inclusive Credit	Term Loan	4.00	2.33	16.90
			1.49	17.25
			1.71	17.25
BGVB Bank	Term Loan	0.60	0.45	14.90

D.S. Integrated Finsec Pvt. Ltd.	Term Loan	1.00	0.42	17.00
Western Capital	Term Loan	1.00	0.29	15.50
		2.00	1.00	16.75
RICA VI Fincare Limited	Term Loan	0.50	0.11	17.00
			0.12	17.00
IBL Finance Limited	Term Loan	2.00	1.40	16.75
Profectus Capital Pvt. Ltd.	Term Loan	1.50	0.94	16.25
		1.00	1.00	16.10
Bandhan Bank Limited	Term Loan	5.00	2.17	13.75
			1.88	13.75
Arohan Financial Services Ltd.	Term Loan	5.00	3.89	16.00
Shriram Finance Ltd.	Term Loan	1.00	0.79	16.00
Nabsamruddhi Finance Ltd.	Term Loan	1.00	0.75	16.75
Blacksoil Capital Pvt. Ltd.	Term Loan	6.00	2.88	16.50
Total			54.46	

Note: As per our discussion with the lenders, the firm is maintaining its facilities adequately and their code of conduct is also appropriate.

No Default Statement

Latest Statement Date	Details of Delays, if any	Remarks
October 31st, 2024	No Delays	-

MANAGEMENT DISCUSSION & ANALYSIS

Management Personnel Met	Mr. Subrata Ghosh; Director
Date of Meeting	November 22, 2024
Issues raised by INFOMERICS	Management's Response
Growth plans	The company is in the process to avail additional term debt from banks to achieve the projected growth. As informed by the management the company has already on-boarded a few new lenders in the current financial year. As informed by the management, the company has already infused capital in a tune of Rs. 1.16 crore in Q1 of FY2025 and has further planned to infuse capital of Rs. 0.75 crore by the end of current financial year.
Current year performance	During the current year i.e., from April 01, 2024, to September 30 th , 2024; the company has total income of Rs. 9.28 crore with PAT of Rs 1.42 crore. Further the total loan portfolio of the company stood at Rs. 96.48 crore as on 30 th September 2024.
Moderation in profit margin	The company is in the process to avail itself of term debt from PSU banks to improve the cost of borrowing.

TRANSPARENCY

<p>Governance</p>	<ul style="list-style-type: none"> • Servitium Microfinance Private Limited herein referred as SMFPL started its operation in the name of “Seba Rahara” in the year 2006. The management of Seba Rahara understood that only through the form of RBI registered NBFC-MFI the micro lending operation can be carried out in legally complied manner in India and there will be level playing field for all the stakeholders and the sector as a whole. The management acquired an existing NBFC named “Sunflag Merchants Private Limited” during FY2015–16 and transferred the MFI portfolio of SEBA Rahara to the newly acquired company. The company received the license for NBFC-MFI from Reserve Bank of India in the name of “Servitium Micro Finance Private Limited” in May 2022, bearing COR No. B.05.03990. • SMFPL is governed by a board consisting of 4 members out of which two are independent directors. • Majority of the governing body members have adequate experience in their respective areas of specialization. Members meet on a quarterly basis. • SMFPL has formed various monitoring committees like HR, audit, grievance redressals committee etc. • The monitoring committee meets on a quarterly basis to monitor the progress and discuss the financial and operational performance of the organization.
<p>Transparency in lending process</p>	<ul style="list-style-type: none"> • Credit policies are well-established, documented and communicated. • The lending policies (including interest rate, processing fees and other charges) are clearly communicated to the borrowers at group meetings through training programs & orientations. • Borrowers are made to sign a loan agreement clearly stating the terms & conditions and the covenants, thereof. The majority of the borrowers are aware of the credit policies. The set of rules and regulations in relation to the lending policies are also displayed at the branches of the MFI. • Following points are also communicated through written documents: <ul style="list-style-type: none"> • Interest rate • Processing fees • Loan tenure and payment schedule
<p>Audit Quality</p>	<ul style="list-style-type: none"> • The auditor has given an unqualified report and satisfactory feedback.
<p>Internal Controls</p>	<p>Internal Audit</p> <ul style="list-style-type: none"> • Internal audit of SMFPL is conducted by 3 members and 1 audit head having adequate working experience with microfinance institutes and knowledge about the organizational policies on accounting. Audit of branches are conducted on by-monthly basis. The objective of the department is to monitor and evaluate financial as well as operational data and borrower level processes.

	<ul style="list-style-type: none"> • Time taken for the audit in each branch is 3-4 days. • Verification and inspection are done for loan application and disbursement, loan utilization, fund management, insurance policy and claim settlement, fraud detection, KYC and credit bureau reports, etc. • Once the audit is completed, the report is prepared in a predefined format and a copy of it is handed over to the branch and the COO. The branch manager then takes the necessary action and prepares a compliance report which is shared with the COO within 15 days from the date of compliance of audit. In case of any delay of submitting the report, the branch is fined.
Policies	<ul style="list-style-type: none"> • Credit policies are clearly defined and documented (embedded in the operation manual) • Credit policies are strictly adhered to for formation of groups, field verification and credit appraisal. • Credit policy communication is done verbally through group meetings and training sessions to the group members. • HR policies are clearly defined and documented. • HR policies encompass recruitment and selection, induction and training, performance management and compensation management.
Transparency in utilization of funds	<ul style="list-style-type: none"> • Submits information/ book debt statements as per the requirement of the lender. • Report is submitted to banks and financial institutions on a quarterly basis as per the stipulation of the lender. • Reporting to lenders on collection and delinquency is also provided on regular basis.
Grievance redressals mechanism	<ul style="list-style-type: none"> • SMFPL has laid down a grievance redressal mechanism (GRM) to ensure that disputes arising out of the decisions of the MFI's functionaries are heard and disposed of at least at the next higher level. The Board of Directors has also provided for periodical review of the compliance of the Fair Practices Code (FPC) and the functioning of the GRM at various levels of management. • The company displays the call center number and the details of escalation matrix prominently on passbook (in vernacular language) for the benefit of their customers at all of its branches. <p>The members may write to: Nodal Officer Corporate Office: Servitium Micro Finance Private Limited. 24/1, Old Calcutta Road, Chowdhury Para, Rahara Kolkata – 700 118 Toll Free – 8447746381</p> <p>The Company has installed complaints/suggestion box at all our branches at prominent places to receive written complaints.</p> <p>The Company has the Head Office address with Telephone number printed in all passbooks.</p>

	<p>During Group Training, discussions is made with our customers about the Grievance Redressed System and its benefits.</p> <ul style="list-style-type: none"> • The Company assures that the Customer will be treated fairly despite the grievance being lodged
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OPERATIONAL SETUP

Management	<ul style="list-style-type: none"> • SMFPL has four governing body members with strong academic and managerial expertise in finance, microfinance, banking and social developmental services. • The board members have extensive experience in Banking, Microfinance, and Social Development sectors. • The day-to-day operations are handled by Mr. Subrata Ghosh, Managing Director. He has more than 18 years of experience in Microfinance sector and has been associated with Seba Rahara for last 4 years.
Organizational Structure	<ul style="list-style-type: none"> • SMFPL has a well-defined organization structure with a 4-tier reporting hierarchy whereby it has, Credit officers (RO), Branch Managers (BM), Regional Manager (RM), Divisional Manager (DM), Chief Operating Officer (COO), Various Departmental Heads, Managing Director (MD), and the Board Members. The company has been able to engage professionals in different departments, all having considerable experience in their area of expertise. • It has created separate departments with clearly demarcated roles and responsibilities for handling different functions. The detail organization structure is presented in Annexures 2.
Level of decentralization of branches	<ul style="list-style-type: none"> • At Branch Level the Branch Manager and Credit Officer should look after the Branch administration and decorum. • Branch Manager will visit and interact with staff to know their awareness level on the organization and product for recommendation and cross verification. After the recommendation, the loan committee will approve the loan amount then the loan will be transferred to the borrower account.
Second line of leadership	<ul style="list-style-type: none"> • Senior members have strong and diversified experience in the fields of microfinance, banking, financial, audit, risk and social developmental activities. • Majority of the senior members understand the issues involved in day-to-day functioning and are involved in strategic decision making of the organization. Thus, at present SMFPL has a reasonable second line of leadership. Brief profile of the senior management is provided above.
Human resources management	<ul style="list-style-type: none"> • Recruitment is done through employee referrals, company website, advertisement etc. followed by a series of interviews with senior management. • The HR team visits respective branches and arranges interview of local candidates.

	<ul style="list-style-type: none"> • Compulsory induction training is given to all new recruits on joining for about 1 days at respectively Branches, followed by on job training. • Training is given to fresh employees by the senior management members and an experienced trainer. Apart from this, periodic training programs are also conducted for staffs on a regular basis. The senior management members participate in external training programs, workshops and conferences. • The compensation structure of the employees contains the following components: <ul style="list-style-type: none"> • Fixed Pay: The fixed pay includes Basic and a fixed amount as allowance. • Other Expenses: The employees are provided with reimbursements of their travel expenses as per the organization’s policy. • All the statutory employee benefits such as PF, gratuity, ESI, etc. are being provided to all the employees. • Performance appraisal is conducted once each year. • The recruitment process is centralized at Head Office (HO) and is mainly handled by the HR manager under the guidance of the senior management. • Total staff strength of 161 employees of which 85 are Credit officers as on September 30, 2024. <table border="1" data-bbox="467 1055 1404 1373"> <thead> <tr> <th>Particulars</th> <th>No.</th> </tr> </thead> <tbody> <tr> <td>Senior Management</td> <td>8</td> </tr> <tr> <td>Credit Officer (CO)</td> <td>85</td> </tr> <tr> <td>Branch Manager (BM)</td> <td>24</td> </tr> <tr> <td>Regional Manager (RM)</td> <td>6</td> </tr> <tr> <td>Divisional Manager (DM)</td> <td>2</td> </tr> <tr> <td>Others (HO & Branch staff)</td> <td>36</td> </tr> <tr> <td>Total</td> <td>161</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • There is a well-defined promotion policy for the employees. Promotion of the employees depends upon performance, skills and written exam. The exam for the same is conducted on half-yearly basis. • Encourages active participation in workshops and external training programs conducted by banks, financial institutions, etc. 	Particulars	No.	Senior Management	8	Credit Officer (CO)	85	Branch Manager (BM)	24	Regional Manager (RM)	6	Divisional Manager (DM)	2	Others (HO & Branch staff)	36	Total	161
Particulars	No.																
Senior Management	8																
Credit Officer (CO)	85																
Branch Manager (BM)	24																
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Divisional Manager (DM)	2																
Others (HO & Branch staff)	36																
Total	161																
<p>Operational methodology</p>	<p>SMFPL provides loans to the individual members of groups for undertaking various income generating activities.</p> <p>JLG Lending</p> <ul style="list-style-type: none"> • A dedicated team along with people from operations selects potential areas based on demographic and socio-economic profile. • The CO visits the local areas & villages, interacts with potential customers regarding SMFPL’s retail lending activity and their financial requirement. 																

	<ul style="list-style-type: none"> • The company generally tries to form a group of 30 people (between the age of 18-58 years). • After identification of target groups, Compulsory Group Training (CGT) of 2 days duration is arranged by BM in which intending loanee members are invited to participate. In this training programmed, participants are imparted a thorough idea about the loan procedures, interest rate, processing fees and other charges, repayment schedule, insurance benefits and other loan related information etc. • Compulsory Group Training (commonly known as CGT) is a 3-level training programmed to make the clients aware of the products, rules and procedures. By the end of the 3-level training, clients must be well versed in all the terms of the product, rules and procedures related to their social and economic development, the loan application and repayment. Through CGT regular meetings have become a habit of the clients. Timeliness and disciplines are systematically taught to clients through CGT which needs to be maintained through the entire programmed. • Intending loanee members shall apply for loan, which shall contain purpose of the loan, loan amount. The RO shall ensure that the loan applications have been properly filled in along with KYC documents and confirm to the loan policy of the organization. • After KYC, each potential member has to go through a “Group Recognition Test (GRT)” for joining/forming a JLG. • For every group there is a group leader selected by the group to manage the operations of the group.
<p>Appraisal process</p>	<p>Appraisal Process:</p> <ul style="list-style-type: none"> • Loan application is collected by CO, who then makes a visit to the prospective member’s household and/or business place and examines the credit history, business prospects and other aspects. • CO verifies borrower's repayment capacity through household visit and visit to the business entity or activity. • During appraisal, the documents that are collected from the borrower are photo, id proof, and address proof. The documentation is adequate. • Borrower's repayment capacity is further corroborated by group members. • Then CO submits the loan application to BM along with KYC documents. Branch Manager conducts the appraisal and frames his comments on the loan application. From Branch Manager, the next level of screening is done by the respective Area Manager. After his consent, the proposal goes to the HO credit committee, which includes Chief Operating Officer (Operations) and the Finance & Accounts Departmental Heads for final approval based on the recommendation of the Branch Manager and Area Manager and the past repayment history of the groups.

	<ul style="list-style-type: none"> The operations are centralized with Head Office (HO) having the final authority for loan sanction & disbursement. However, Branch Manager is responsible for loan collection and delinquency management <p>Credit Risk:</p> <p>To avoid credit risk, SMFPL has adopted the following procedures:</p> <ul style="list-style-type: none"> Stringent Know Your Customer (KYC) policy is manifested and maintained. The Audit Executive is responsible for the accuracy of all data entries, documentation, and audit compliance. Field investigations are done by Relationship Executive and Branch Manager. The software automatically prepares enquiry format in the backend for each customer and sends to CIC (through partner's credentials) and obtains a credit bureau report (CBR). RBI guidelines on multiple lending and client over-indebtedness frame the base criteria for any loan approval. Stringent appraisal system to assess the genuine need of the customer. Centralized connect with each customer for ensuring righteous and timely credit. Effective loan end use verification and loan monitoring mechanism for credit risk management. Constant contact with customer by field functionaries and end use verification. Adoption of UID for all loan disbursed to make the Credit Bureaus Information more reliable and reduce the systemic risk significantly. Credit and HR policies are clearly defined and documented. Credit policies are largely adhered to formation of groups, field verification and credit appraisal. Regular checks in System for better monitoring.
<p>Disbursement process</p>	<ul style="list-style-type: none"> Sanctioning and disbursements of loans are made to the borrowers from Head Office through Bank Accounts of the borrowers after proper verification by the Head Office officials. Once the disbursement is made, a message is delivered to the borrower regarding the same. Loans are disbursed only for income generating activities, such as agriculture, animal husbandry, small transport, small business, small trading, service and sanitation. At the time of disbursements, the promissory note and loan agreement is executed from the borrowers. Disbursement considered on a day when all members are present in the Branch Office and LPF collected. Borrowers sign their name in the Loan Disbursement Sheet acknowledging the receipt of the loan. Loan books are provided to borrowers and loan register is maintained at group level.

	<ul style="list-style-type: none"> • One copy of loan agreement is provided to the customer as per their request.
<p>Loan collection process</p>	<ul style="list-style-type: none"> • All of the loans of SMFPL are under weekly/fortnightly instalment method. Every credit officer has a collection register where he notes the daily demand details from the software before going to field for collections. • The collection of loan is done by mode cash and bank transfer. A confirmation message is delivered to the customer once the collection of the amount is successful. • The collections are made at the group meetings where the credit officer signs the loan card while collecting the amount – no separate receipt is issued. The loan card also has the amount to be collected on that particular date. • The credit officer also ensures the maintenance of group register where the attendance of all the group members for the meeting and the resolution passed during the meeting where noted. Resolutions passed also capture addition of new members to the group and minutes any other agenda points. • At present, due to the change of policy of loan collection, on holidays loan collection should be done in the following mentioned procedure: <ol style="list-style-type: none"> a. Instalment should be collected as usual on holidays or on days of strike. If necessary, instalment should be collected the previous day / week after discussion with all the members. b. In case of instalment collection election one week prior to holidays or previous day of holiday, instalment should be collected. c. In case of holiday like ID, Durga Puja and others: <ol style="list-style-type: none"> 1. In case of holidays for two or more weeks at a stretch, instalment should be collected one month before the holidays. 2. Instalment should be collected 15 days before the start of holidays if there is a holiday for one week. 3. In case of flood, famine, earthquake or other special situation, collection should be stopped – its procedure will be decided by the board of council or others through meeting. 4. In case of death or illness of a member's near / close ones one week (in case of death), 3 weeks (in case of illness) instalment collection should be stopped. Instalment for this period should be collected within the next one month. It is to be noted that instalment cannot be broken, or partial instalment cannot be collected on holidays and full instalment should be collected necessarily. In case of defaulter member her instalment can be broken or collected partially.
<p>Overdue management process</p>	<ul style="list-style-type: none"> • Adequate risk management system for tracking over-dues and collection of delinquent loans is in place. • In the initial stages of over-due, CO does the follow up and if the overdue period is elongated then the BM steps in to make recovery.

	<p>There is a well-defined process laid out for follow-up and collection of delinquent loans based on overdue bucket. In case of other cases, intervention of HO is done.</p>
Management Information Systems	<ul style="list-style-type: none"> • The Company has the web based on-line software “FINNCUB” to ensure smooth flow of operational data between Head Office and branches • This is used for maintaining MIS which will help the company better to manage the customer loan lifecycle. • It is very user-friendly software which enables proper tracking and maintaining of MIS and preparation of reports within a minute • The company has also implemented a technology enabled inbound and outbound service and also to redress their grievances. • In addition, the company has commenced digitization of all documents and records for easy storage and retrieval. The financial accounts are maintained in Tally software. • All the branches are being computerized. The loan documentation process is maintained as individual basis. • The types of reports is being generated like – Branch Summary, Demand vs Collection, PAR Report, Disbursement and Repayment Report, Outstanding Report, Route Plan, Insurance Report, Performance Report etc.
Cash management systems	<ul style="list-style-type: none"> • SMFPL has reasonable cash management systems in place at all branches. • SMFPL has opened separate bank accounts for each of the branches • Branches deposits cash in the branch bank account on the same day or next day of collection. Cash vaults/Almirah is present at every branch for safe keeping of cash. • Funds that need to be transferred from HO to branches are done through RTGS. Salaries of the employees and reimbursement of expenses are paid in respective bank account. • The details of transactions for the day are updated in the MIS daily.
Insurance	<ul style="list-style-type: none"> • SMFPL provides insurance services with SBI Life & Pramerica Life Insurance to its clients. The loan amount is covered in the case of client’s death.

SCALE OF OPERATIONS

Key Factors	As on September 30, 2024
Client base (Number)	<ul style="list-style-type: none"> SMFPL extends loans to JLG. The JLG groups associated with SMFPL have all women members. Number of active JLG members as on September 30, 2024 stood at 37,831.
Assets under management	<ul style="list-style-type: none"> Loan disbursed during 9MFY25 was Rs. 82.18 crore Total outstanding loan portfolio stood at Rs. 96.48 crore as on September 30, 2024.
Geographical diversification	<ul style="list-style-type: none"> Presence in 10 districts of 2 states with 24 branches as on September 30, 2024.
Total income	<ul style="list-style-type: none"> Total income stood at Rs. 12.97 crore in FY2024.
Current year performance during Q2-FY2025	<ul style="list-style-type: none"> The company has total income of Rs.9.28 crore along with PAT of Rs 1.42 crore in Q2 of FY2025.

Operational Sustainability

Operational Sustainability	
Second line of leadership	<ul style="list-style-type: none"> Majority of the senior members understand the issues involved in day-to-day functioning. Involved in strategic decisions as they have developed a good understanding of the microfinance sector. Senior members are experienced in fields like microfinance, banking, financial, audit, risk and social developmental activities.
Competition	<ul style="list-style-type: none"> SMFPL is operating in the 2 states i.e. Bihar and West Bengal. The states have high penetration of MFIs given the limited reach of the formal banking system. However, the company is mostly targeting areas which still have limited competition. As on September 30, 2024, SMFPL portfolio is concentrated in the state of West Bengal accounting for ~31 percent, and ~ 69 percent in Bihar. To mitigate any potential risk arising out of geographical concentration, SMFPL has been diversifying its presence across states.
Industry Outlook	<p style="text-align: center;"><u>Industry Risk Analysis</u></p> <ul style="list-style-type: none"> Credit risk is the most common risk for MFI. The risk is of greater significance for MFIs as it must deal with many clients with limited literacy. Further, MFI provides unsecured loans, i.e., loans without any collateral. Transaction risk is related to the individual borrower with which the MFI is transacting. A borrower may not be trustworthy and capable of repaying loans which will result in loss of loan. All loss of loan related to the delinquency of individual clients which can be because the client's migration, wilful defaulting, business failure, etc. Portfolio risk is related to factors, which can result in a loss in a particular class or segment of the portfolio. For example, an MFI may lose a portfolio with a particular community, locality, or a particular trade due to some external reasons. These reasons could be political, communal, failure of an industry /trade, etc. Delinquencies can also happen as an aftermath of a natural disaster such as floods, drought, earthquakes, or epidemic. <p style="text-align: center;"><u>Industry Outlook:</u></p> <ul style="list-style-type: none"> The outbreak of COVID-19 had significantly impacted the operations of Micro Finance Institutions (MFIs). The MFI sector which has registered the CAGR growth of over 35% in last five years, amidst this pandemic crisis, faces serious challenges on collections, asset quality and cash flow management. Due to the moratorium, the collection level has been severely impacted in turn affecting cash flow and ALM. The industry started to gain momentum in Q2-FY2021 with the ease of nationwide lockdown. Broadly, the disbursement was back to pre-covid level as on December, 2020. Disbursements have partly picked up since many players are resorting to lending to existing borrowers so as to help them repay and tide over the stress.

	<ul style="list-style-type: none"> • In the context of the re-emergence of asset quality stress in the second wave of COVID 19, RBI's measures to provide better funding access to the sector came in a timely manner. RBI has announced in its latest relief package on May 5, 2021, that SFBs can tap a Rs 10,000 Cr special long term repo operations (SLTRO) funding programme which can provide funds at the repo rate of 4.0% for a tenor upto 3 years. • The sector started showing improvements right from the Q1 of FY 2023 as Y-O-Y growth was almost close to the pre-pandemic level and overall, on-time repayment rate surpassed than 95% backed by the revival of demand and improvement in overall business environment. Total AUM of the sector stood at Rs. 3,51,521 crores as on Q4 of FY2023. • The sector continued its upward trend further in FY2024, while total AUM of the sector had grown to Rs. 3,93,165 crores as of Q3-FY2024 registering a growth of ~12% over the Q4-FY2023. Asset quality indicators in all time brackets had improved in FY 2024 over the previous year. Overall PAR>30 days and PAR>90 days of the sector had improved to 2.24% and 1.04% respectively as on Q3-FY2024.
Loan Products	<p>SMFPL offers five loan products as on September 30, 2024. Details on the loan product is provided in the Annexure 3.</p> <p>The company follows individual loan via Group approach to extend the loans to individual and small enterprises through MSME lending operations.</p>
Access to funds and ability to raise funds	<p>SMFPL has access to funds from bank, NBFC and financial institutions on the back of its satisfactory operational and repayment track record.</p>
Vision	<p>In coming years, SMFPL plans to expand its branch network in and around the above-mentioned states.</p>
Efforts to increase outreach and coverage	<p>SMFPL is expecting significant increase in its income from micro financing activities with proposed scaling up of its operations in other districts of the existing states.</p> <p>Microfinance business was in a subdued state since last few years as the financial institutions have reduced lending to microfinance sector due to occurrence of some chit fund activities and covid impact on the rural economy.</p>

Annexure 1: Financials
(Rs. Cr.)

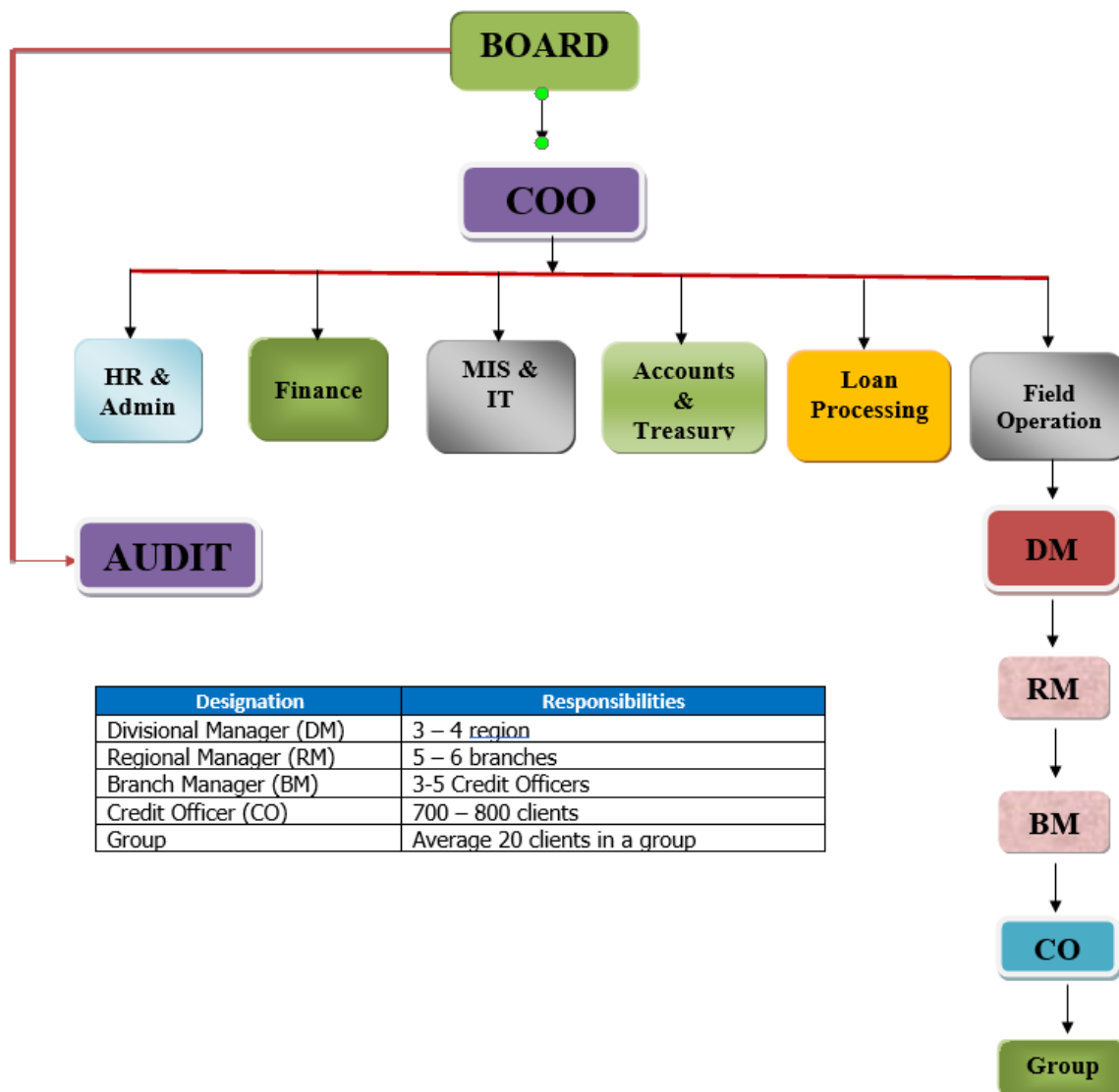
Particulars	31-Mar-22	31-Mar-23	31-Mar-24
	Audited	Audited	Audited
Income			
Interest income from loan	1.13	4.66	11.11
Processing Fee	0.13	0.52	1.19
Bad debts Recovered	0.00	0.02	0.04
Income from Business Correspondent services	0.00	0.01	0.18
Other interest income	0.12	0.12	0.46
Total revenue	1.38	5.34	12.97
Expenses			
Admin Expenses	0.21	0.53	1.30
Depreciation and amortization expenses	0.01	0.01	0.04
Provision for Std. Assets & NPA/ Write-off	0.06	0.19	0.23
Bad debts & prov. for debts	0.04	0.09	0.11
Employee Benefit Expenses	0.17	0.35	2.29
Total expenses	0.89	4.16	8.96
Interest	0.30	2.09	5.93
Profit before tax	0.59	2.07	3.02
Tax	0.17	0.62	0.91
Deferred tax credit	0.00	0.00	0.00
Profit for the year	0.41	1.45	2.11

Balance Sheet
(Rs. Cr.)

Particulars	31-Mar-22	31-Mar-23	31-Mar-24
	Audited	Audited	Audited
Equity and liabilities			
Shareholders' funds			
Share capital	5.04	6.08	7.48
Reserves and surplus	2.48	4.59	6.93
Total Capital	7.52	10.67	14.41
Non-current liabilities			
Long-term borrowings	3.88	9.52	19.96
Current Liabilities			
Short-term borrowings	3.89	14.48	34.03
Provision for standard assets	0.00	0.30	0.53
Other provisions	0.29	0.14	0.15
Other-Current Liabilities	0.07	0.20	0.71
TOTAL LIABILITIES	15.65	35.31	69.79
Assets			
Non-current assets			
Fixed Assets	0.03	0.02	0.16
Intangibles	0.00	0.00	0.07
Deferred tax assets	0.00	0.00	0.00
Loan Portfolio	11.68	30.19	53.30
Other Loans & Advances	0.10	0.51	1.96
Other non-current assets	0.68	2.70	3.97
Current assets			
Cash and bank balances	2.20	1.35	1.77
Investment	0.70	0.23	4.50
Short term loans & advances	0.02	0.02	0.76
Other current assets	0.24	0.28	3.30
TOTAL ASSETS	15.65	35.31	69.79

ANNEXURE 2: Organisational Structure

- SMFPL has a well-defined organisation structure, with clear departmental demarcation. All major departments are controlled from head office.



ANNEXURE 3: Loan Products

Product Name	SAHAYAK	SUJALA	SRIJAN	SUFALA	NIRMAL DHARA
Client	Women	Women	Women	Women	Women
Age Limit (yrs)	18 - 58	18 - 58	18 - 58	18 - 58	18 - 58
Loan Tenure (Months)	12	12-15	24	12	12-15
Loan Size (Rs.)	10,000-35,000	40,000-50,000	60,000-70,000	30000-50000	45,000-50,000
Repayment	Fortnightly	Fortnightly	Monthly/Fortnightly	Fortnightly	Fortnightly
Interest Rate (%)	27.00	27.00	27.00	27.00	27.00
Processing Fees (%)	1.50	1.50	1.50	1.50	1.50
Insurance	At Actual	At Actual	At Actual	At Actual	At Actual

Annexure 4: Asset Profile
(Rs crore)

Particulars	March 31, 2022		March 31, 2023		March 31, 2024		September 30, 2024	
	Amount	%	Amount	%	Amount	%	Amount	%
Loan portfolio Actual	11.68	74.63	30.19	85.53	53.31	76.38	54.04	74.02
Loan portfolio	0.68	4.35	2.70	7.64	3.97	5.69	1.16	1.59
Investments	0.03	0.21	0.02	0.07	0.23	0.32	0.36	0.49
Fixed Assets	0.00	0.02	0.00	0.01	0.00	0.01	0.00	0.01
Cash & Bank Balances	0.10	0.64	0.51	1.44	1.96	2.81	0.72	0.98
Other current assets	2.40	15.34	1.58	4.47	6.27	8.98	7.19	9.85
Total Assets	0.75	4.82	0.30	0.85	4.06	5.82	9.54	13.07

Annexure 5: Diversified resource profile

	FY22	FY23	FY24	Sept 30, 2024
Net worth	6.61	7.52	10.68	14.41
Term Loans banks and financial institutions	0.75	7.77	23.33	53.83
Bank borrowing (CC)	0.00	0.00	0.00	0.00
Unsecured Loans	0.00	0.00	0.66	0.16
NCD	0.00	0.00	0.00	0.00
Preference share capital	0.00	0.00	0.00	1.00

The company's resources mainly comprise term loans from banks and other financial institutions, apart from the net worth. These are long-term loans and carry floating interest rates with pre-defined maturities.

Annexure 6: Portfolio Details

6.1 State-wise portfolio concentration

(Rs. crore)

State	FY22		FY23		FY24		Sept 24	
	Rs.	%	Rs.	%	Rs.	%	Rs.	%
West Bengal	8.40	71.94	10.60	34.28	22.01	29.69	66.16	68.58
Bihar	3.28	28.06	20.31	65.72	52.14	70.31	30.31	31.42
Total	11.68	100.00	30.91	100.00	74.15	100.00	96.48	100.00

6.2 Purpose wise loan outstanding

(Rs crore)

Particulars	FY22		FY23		FY24		Sept 24	
	No of loans	Outstanding	No of loans	Outstanding	No of loans	Outstanding	No of loans	Outstanding
Income Generating Loan	5,952	11.68	14,234	30.90	28,701	74.15	36,578	96.48
Total	5,952	11.68	14,234	30.90	28,701	74.15	36,578	96.48

6.3 Loan cycle wise loan outstanding

(Rs. crore)

Particulars	FY22	FY23	FY24	Sept 24
	Amount	Amount	Amount	Amount
First Loan cycle	6.91	19.14	48.01	69.08
Second loan cycle	1.67	7.52	13.93	13.47
Third loan cycle	1.85	1.46	7.81	8.01
Fourth cycle	0.54	1.50	1.69	3.13
>Fourth cycle	0.71	1.28	2.71	2.79
Total:	11.68	30.90	74.15	96.47

6.4 Loan amount wise loan outstanding

(Rs. Crore)

Amount	FY22	FY23	FY24	Sept 24
	Amount	Amount	Amount	Amount
0-10,000	0.15	0.02	0.00	0.00
10,001-20,000	0.81	0.33	0.66	0.45
20,001-30,000	9.30	9.56	14.72	11.33
30,001-40,000	1.17	18.59	33.28	53.10
40,001-50,000	0.26	2.39	25.13	31.29
50,001-60,000	0.00	0.00	0.35	0.30
60,001-70,000	0.00	0.00	0.00	0.01
Total	11.68	30.90	74.15	96.48

6.5 Asset Liability Maturity Profile as on 30th September 2024

(Rs. In Crore)

Maturity Pattern of Assets and Liabilities as on 30/09/2024																
Asset/Liability buckets	1 month	2 month	3 month	4 month	5 month	6 month	7 month	8 month	9 month	10 month	11 month	12 month	1-3 year	3-5 year	Over 5 year	Total
	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25				
Liabilities	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Capital and Reserves	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Bank Borrowings	3.85	3.75	3.68	3.65	3.61	3.56	3.51	3.45	3.36	2.98	2.77	2.73	13.56	-	-	54.46
Customer Deposits	-	-	-	-	-	-	-	-	-	-	-	.	-	-	-	-
Inter corporate deposits	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Customer deposits of Securitization	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Current Liabilities & Provisions	-	-	-	-	-	-	-	-	-	-	-	1.56	-	-	-	1.56
Total Liabilities	3.85	3.75	3.68	3.65	3.61	3.56	3.51	3.45	3.36	2.98	2.77	4.29	13.56	-	-	56.02
Assets	-	-	-										-	-	-	
1) Non - Current assets	-	-	-	-	-	-	-	-	-	-	-	-	0.35	-	-	0.35
2) Current Assets	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Loans & Advance	5.85	5.75	5.58	5.45	5.21	4.73	4.49	4.06	3.63	3.29	2.80	1.51	1.69	-	-	54.04
Investments	-	-	-	-	-	-	-	-	-	-	-	8.41	1.88	-	-	10.29
Cash & bank balances	-	-	-	-	-	-	-	-	-	-	-	7.19	-	-	-	7.19
Other assets	-	-	-	-	-	-	-	-	-	-	-	1.13	-	-	-	1.13

Total assets	5.85	5.75	5.58	5.45	5.21	4.73	4.49	4.06	3.63	3.29	2.80	18.25	3.92	-	-	73.01
Mismatch	2.00	2.00	1.90	1.80	1.60	1.17	0.98	0.61	0.27	0.31	0.03	13.96	(9.64)	-	-	16.99

6.6 Maturity profile of portfolio

(Rs. crore)

Period	FY 2022			FY2023			FY2024			Sept. 30, 2024		
	No of loans	Value of Portfolio	%	No of loans	Value of Portfolio	%	No of loans	Value of Portfolio	%	No of loans	Value of Portfolio	%
1-30 Days	37	0.05	0.45	13	0.02	0.07	17	0.03	0.04	377	0.80	0.82
31-60 Days	30	0.05	0.42	9	0.02	0.06	26	0.06	0.08	120	0.24	0.25
61-90 Days	27	0.03	0.27	3	0.01	0.02	19	0.04	0.05	92	0.19	0.20
91-120 Days	9	0.01	0.04	5	0.01	0.04	25	0.05	0.07	40	0.08	0.09
121-180 Days	21	0.02	0.15	2	0.01	0.02	17	0.04	0.06	50	0.10	0.10
181-365 Days	66	0.08	0.69	5	0.01	0.03	21	0.05	0.07	32	0.06	0.06
More Than 365 Days	12	0.00	0.03	0	0.00	0.00	1	0.00	0.00	9	0.02	0.02
Ontime	5,750	11.44	97.95	14,197	30.83	99.76	28,575	73.87	99.62	37,111	94.98	98.45
Total Portfolio	5,952	11.68	100.00	14,234	30.90	100.00	28,701	74.14	100.00	37,831	96.48	100.00

6.7 Bifurcation of AUM:

(Rs. Crore)

Period ended	Mar 31, 2022	Mar 31, 2023	Mar 31, 2024	Sept 30, 2024
Managed portfolio (BC etc.)	0.00	0.71	20.84	42.44
Own loan portfolio	11.68	30.19	53.31	54.04
AUM (Rs.cr.)	11.68	30.91	74.15	96.48

6.8 Repayment and Collection (projected)

(Rs Crore)

	FY22	FY23	FY24
	Past	Proj.	
Repayment per month	0.04	0.66	1.63
Average Collection per month	0.65	2.06	5.10