

SVASTITRIKA

SVASTI NEWSLETTER

July to September 2024

This newsletter is published by the HR Department of Svasti Microfinance for private circulation only

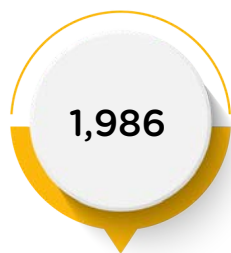
IN THIS ISSUE:

- A Note from our Co-Founders
- Events at Svasti
- New Milestones
- Performance Updates
- Recognition and Rewards
- Plus a lot more!

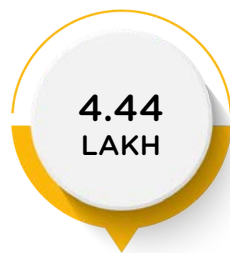
SVASTI PERFORMANCE SNAPSHOT



Branches



EMPLOYEES



CUSTOMERS



PORTFOLIO*

STAYING STRONG TOGETHER IN CHALLENGING TIMES. A NOTE FROM OUR CO-FOUNDERS

Dear Team,

As we reflect on our second quarter ending September 2024, we want to thank each of you for your hard work and commitment. Together, we've maintained steady numbers—a result of your dedication and belief in the positive change we bring to our customers' lives.

However, it's important to address the challenges we're facing. Across the lending industry, particularly for NBFC-MFIs, disbursements have slowed, and collections have become tougher over the past two quarters. These are challenging times, but they also reveal the strength of our team.

It fills us with pride to see how you've come together—working tirelessly to support our customers while managing the pressures on our business. Your commitment is inspiring, and it assures me we will overcome this phase.

Let us be clear: this is not a time for fear but for resilience and teamwork. What defines us is how we navigate challenges, and I am confident we will rise above this together.

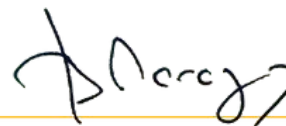
In this newsletter, you'll find glimpses of our team spirit, along with celebrations of those who earned promotions and awards during this period. We hope these stories inspire us all to keep moving forward with optimism and energy.

Thank you for your dedication, and belief in our vision and mission!

Best wishes


Arunkumar Padmanabhan
Co-Founder & CEO




Narayanan Subramaniam
Co-Founder, CFO & CIO

EVENTS AT SVASTI



Svasti Annual R&R Trip to Baku

Svasti organised an offsite trip to Baku, the vibrant capital of Azerbaijan, for Unit Managers and above from branches, Senior Managers and above from the Head Office, and for those who have completed 8 years or more at Svasti. The trip was to celebrate their achievements, and as a reward for their contributions to the company over the years.

The group explored Baku's famous landmarks, including the Flame Towers, Baku's Old City, the Heydar Aliyev Center, and the scenic Baku Boulevard along the Caspian Sea. They also enjoyed thrilling activities like a cable car ride and a roller coaster ride in Shahdag.

The trip ended with a special DJ night on the final evening, where everyone came together to enjoy good music, delicious food, and celebrate their achievements. This memorable trip provided a unique cultural experience and strengthened team connections, leaving everyone with cherished memories.

EVENTS AT SVASTI



Svasti #FunFridays: Passing the Parcel



On 19th July 2024, the HR & Admin Team kicked off the weekend with a fun game of “Passing the Parcel.” Music filled the room as a colorful ball was passed around. When the music stopped, the person holding the ball was out. Everyone cheered and mingled, creating a lively atmosphere. Tasty snacks kept the energy up, adding to the excitement. The last person holding the ball won a special prize!



Svasti #FunFridays Tower of Cups!

On 20th September 2024, the HR & Admin Team hosted an exciting Fun Friday event to wrap up the quarter. The main activity was a tower-of-cups building challenge where teams had one minute to build the tallest tower with paper cups. The room buzzed with energy as everyone raced against time. After an exciting competition, the winning team was announced and given a prize. The fun continued with tasty snacks and lots of laughter, making it a great way to end the quarter!



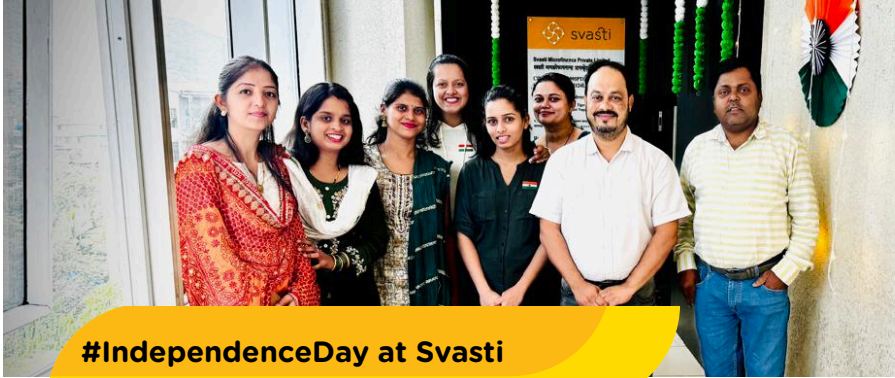
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धन अधिकार सेवाएं

मेरा स्वस्तित्व PEOPLE F.I.R.S.T.

Svasti Newsletter | Jul - Sep 2024

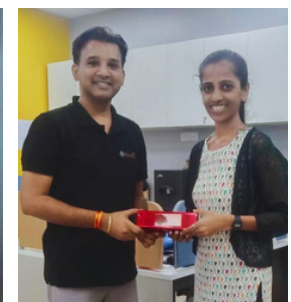
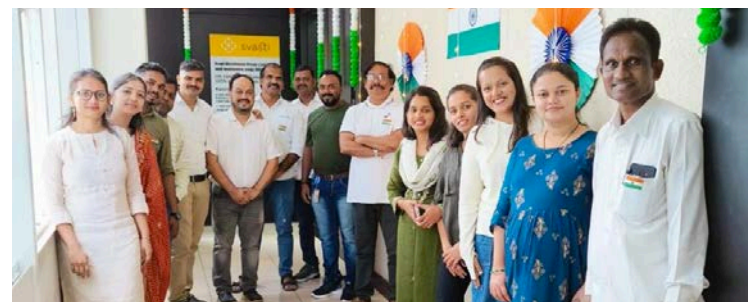
EVENTS AT SVASTI



#IndependenceDay at Svasti



On 14th August 2024, we celebrated Independence Day with lots of excitement. The day began with everyone singing the National Anthem together. Then, the HR & Admin Team organized fun games, including a hoop game with music. Players passed through the hoop as the music played, and the person holding it when the music stopped was out. The last person standing won a special prize. The celebration ended with snacks and laughter, making it a day to remember!



मेरा स्वस्तित्व

FULFILLING THE RIGHT TO FINANCE OF 10 MILLION WOMEN BY 2030

Connect with us on



EVENTS AT SVASTI



Modasa Branch



Chandkheda Branch



Isanpur Branch



Katni Branch



Biaora Branch



Shivpuri Branch



Guna Branch

#IndependenceDay at Svasti

All our branches celebrated India's 77th Independence Day with enthusiasm, showcasing our unity and a sense of pride amongst us all.



Prayagraj Branch

EVENTS AT SVASTI



Svasti Townhall - UP



On 28th September 2024, a state-wide Town Hall was held virtually in UP, attended by our Co-Founder and CEO, Mr. Arunkumar Padmanabhan, along with JLG Business-Vice President, Ravikumar Nagaram. They discussed Svasti's future goals, industry prospects, the importance of maintaining a healthy lifestyle, and achieving work-life balance, while addressing any concerns they had.

JLG MICROFINANCE: Q2 MILESTONES

Our top branches in customer acquisition celebrated their success which is the result of great teamwork and outstanding customer care. Congratulations to everyone in our Jhunjhunu and Tindivanam branches.



Jhunjhunu Branch



Tindivanam Branch



“A team is not just a group of people who work together, a team is a group of people who trust each other.”

JLG MICROFINANCE: Q2 CHAMPION CROs



Sachin Sheshrao Nikalje
CRO



Ravi Shinde
CRO



Ahmad Siddiki
CRO

Month	Employee	Branch	Groups
Jul 2024	Sachin Nikalje	Aurangabad	19
Aug 2024	Ravi Shinde	Ghatkopar	23
Sep 2024	Ahmad Siddiki	Mankhurd	18

Congratulations to the CROs who have earned the title of Champion CRO for their outstanding performance. They have shown great dedication and hard work, driving success in their branches.

JLG MICROFINANCE: Q2 Star CROs

Month	Employee	Branch	Groups
Jul 2024	Narendra	Malad	18
Aug 2024	Abhay1 Shingade	Thane	18

Congratulations to the Star CROs who disbursed loans to a milestone number of groups in their respective branches, with their consistent hard work and dedication.

PEOPLE RISING, AT SVASTI**PROMOTIONS BETWEEN JULY - SEPTEMBER 2024**

Congratulations to all our people who were promoted this quarter. We wish you all the best in your new roles!

Aakash Pandit Lahane
Assistant Branch Manager

Abhishek Nagar
Assistant Branch Manager

Abhishek Sandeep Desai
Assistant Branch Manager

Abhishek Sen
Branch Manager

Akshay Kumar
Assistant Branch Manager

Amit Anandrao Gujar
Branch Manager

Ashish Dattatray Gujar
Assistant Branch Manager

Ashok Kumar Vishwakarma
Branch Manager

Avinash Balkrushna Ubale
Branch Manager

Avinash Bhardwaj
Branch Manager

Bhupender
Customer Relationship Officer

Bhushan Deepak Mhapankar
Assistant Branch Manager

Chanchal Singh
Assistant Branch Manager

Chandan Bhariya
Assistant Branch Manager

Deepak Prajapati
Assistant Branch Manager

Dehoti Nishad
Assistant Branch Manager

Gangadhar Govindrao Ingle
Assistant Branch Manager

Gaurav Kumar Sharma
Assistant Branch Manager

Gaurav Sanjay Pandey
Branch Manager

Gupta Manish
Assistant Branch Manager

Kothiya Umang Sureshbhai
Assistant Branch Manager

Kunal Benbanshi
Assistant Branch Manager



PEOPLE RISING, AT SVASTI**PROMOTIONS BETWEEN JULY - SEPTEMBER 2024**

Congratulations to all our people who were promoted this quarter. We wish you all the best in your new roles!

Mahendra Vasantbhai Prajapati
Assistant Branch Manager

Mahesh Ramchandra Rane
Assistant Branch Manager

Mangesh Ashok Madle
Branch Manager

Manish Kumar
Branch Manager

Nitesh Kumar
Branch Manager

Omprakash Rajbhar
Assistant Branch Manager

Pankaj Kumar
Assistant Branch Manager

Pankaj Kumar Dwivedi
Assistant Branch Manager

Pushpa Barmaiya
Assistant Branch Manager

Pushpendra Kumar Mishra
Assistant Branch Manager

Rahul Kumar
Assistant Branch Manager

Rahul Vilas Rokade
Branch Manager

Rakesh Kumar Sahu
Assistant Branch Manager

Rakesh Kumar Saini
Assistant Branch Manager

Ramu Arjun Nair
Assistant Branch Manager

Sagar Ramnesh Kamble
Assistant Branch Manager

Sandeep Mishra
Branch Manager

Sandesh Vishnu Malap
Assistant Branch Manager

Sanjay Mehra
Branch Manager

Sanju Kumar Dhurwey
Assistant Branch Manager

Satish Pal
Assistant Branch Manager

Shadab Shoeb Siddiqui
Branch Manager



PEOPLE RISING, AT SVASTI

PROMOTIONS BETWEEN JULY - SEPTEMBER 2024

Congratulations to all our people who were promoted this quarter. We wish you all the best in your new roles!

Shailendra singh

Assistant Branch Manager

Shiv Datt

Branch Manager

Shivam

Assistant Branch Manager

Somveer Singh

Branch Manager

Subham Sharma

Assistant Branch Manager

Sushil Balu Dongare

Assistant Branch Manager

Tomeshwari

Assistant Branch Manager

Vaibhav Dattaram Hode

Branch Manager

Varun Pathak

Branch Manager

Vicky Vishwakarma

Assistant Branch Manager

Vijay Kumar Vishwakarma

Assistant Branch Manager

Vijay Prakash Otale

Assistant Branch Manager

Vijaykumar Bhoi

Assistant Branch Manager

Vikas Bhaurao Prdhan

Assistant Branch Manager

Vivek Kumar AHIRWAR

Assistant Branch Manager

Yuvraj Sadashiv Tapase

Assistant Branch Manager

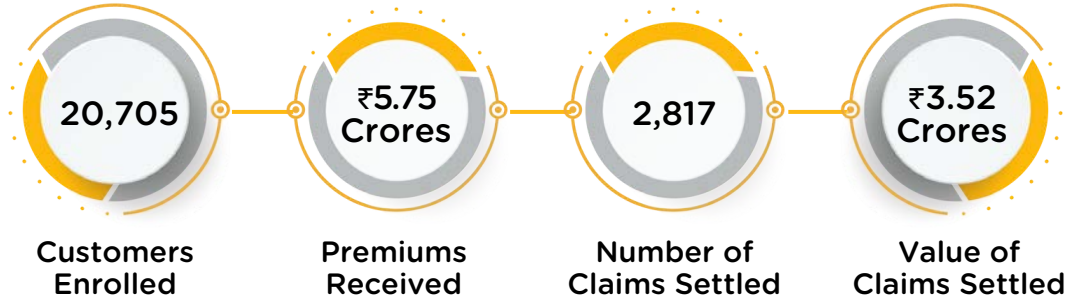
Zala Pravinsinh Ravajibhai

Branch Manager



OUR SUCCESS
IS REFLECTED IN THE
SPIRIT OF OUR
EMPLOYEES
AND IN THE
SMILES OF OUR
CUSTOMERS.

CONSUMER FINANCE: Q2 HEALTH INSURANCE OVERVIEW



CONSUMER FINANCE: Q1 HEALTH INSURANCE MILESTONES

REACHING NEW HEIGHTS 20,000+ Health Insurance Customers Enrolled

This quarter, we helped provide health insurance to over 20,000 new customers! This achievement was possible thanks to excellent teamwork between our Consumer Finance and JLG teams. We're excited to keep this momentum going and to help even more customers in the future!

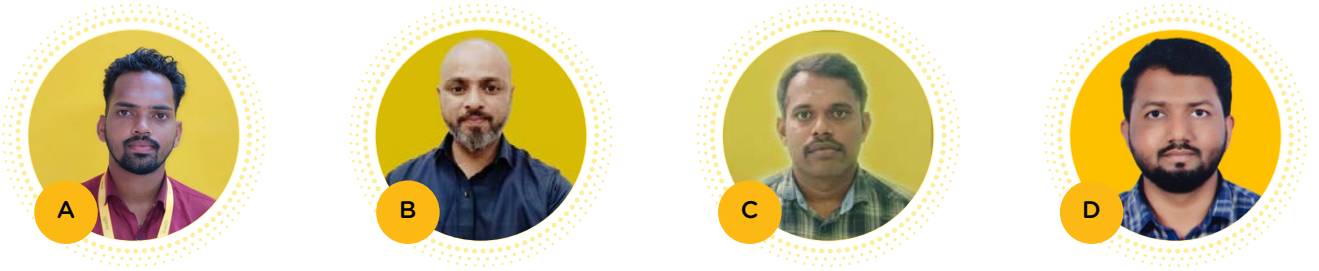
REACHING NEW HEIGHTS 3.5 Crore Settlement Milestone in Health Insurance

We helped 2,817 customers receive Rs 3.5 crores in health insurance claims when they needed it most. Health insurance reduces financial stress during tough times. A big thank you to our partners - Acko, Care, Niva Bupa, and Kotak - for supporting our customers and helping lower their medical costs.



CONSUMER FINANCE: Q2 TOP PERFORMERS

We are also happy to announce our top performers across various business divisions who contributed to the growth of our consumer finance business. A huge Thank You to all our team members showcased below!



Name and Designation

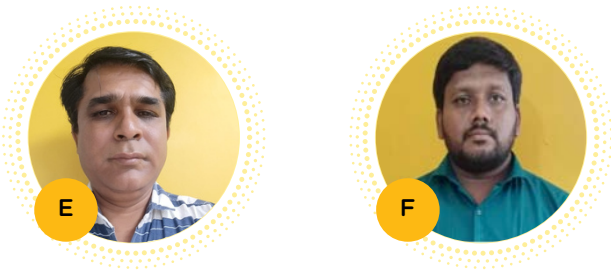
- A) Rupesh Waghawale - Customer Relationship Officer
- B) Kunal Ahire - Branch Manager
- C) Seetharaman P - Unit Manager
- D) Sagar Bhadve - Regional Manager

Location

- Roha
- Thane
- Ramanathapuram
- Mumbai

Groups

- 26
- 81
- 267
- 766



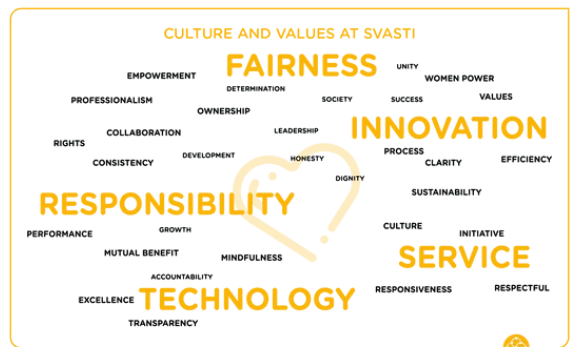
We are also happy to announce our top performers in our Consumer Finance department, who have contributed to the growth of our business.

Name and Designation

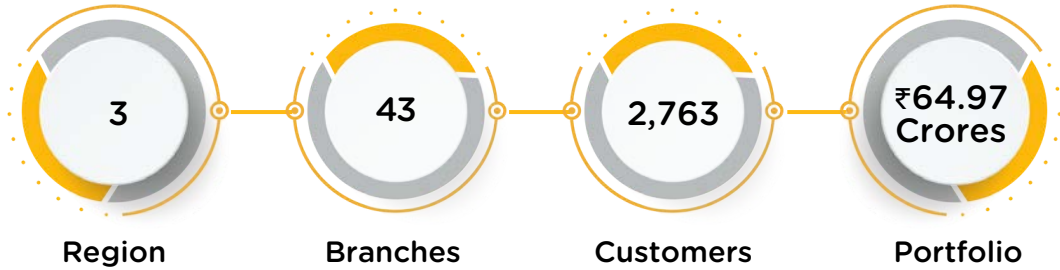
- E) Amol Shrikant Khupte - Unit Manager
- F) Syed Chan Basha T - Branch Manager

Conversion

- 81%
- 95%



MSME Loans: Glance



MSME Loans: Top performers



Ibraeam Arun Khatik
Collection Manager



Jayesh Pagar
Relationship Officer



Nikesh Gaikwad
Sales Manager

Name and Designation

Jayesh Somnath Pagar
Nikesh Suresh Gaikwad
Ibraeam Arun Khatik

Location

Chalisingaon
Chalisingaon
Chalisingaon

Disbursed Amount

Rs.67,57,000/-
Rs.1,25,88,000/-
NA

Loans

23
42
NA

Jayesh has done an outstanding job as the top Relationship Officer, facilitating over ₹ 67.57 lakh in loans to 23 customers. We appreciate his dedication towards the work and congratulate him on his outstanding performance.

Nikesh from our Chalisingaon branch is the top Sales Manager this quarter, having disbursed ₹ 1,25,88,000/- against 42 loans. We congratulate him on his outstanding performance and wish him all the success for the next quarter.

We appreciate the efforts of our Collection Manager, Ibraeam Arun Katik, for achieving the highest conversion rate in our new initiative to reduce cash collections. He increased digital payments through methods like UPI and NACH and reduced pending customer collections. Kudos to his hard work and dedication, which made a big difference in our operations!

MICRO LAP LOANS: TRAINING AT NASHIK



Induction Training for New Sales Managers and Relationship Officers in Nashik

From 4th to 6th August 2024, we held an induction training session in Nashik for our new Sales Managers and Relationship Officers from branches in Rest of Maharashtra and Madhya Pradesh. The two-day training focused on sharing knowledge about the company and business processes to help them start their journey with Svasti.

MICRO LAP LOANS: MILESTONE

Micro LAP Milestones: 3 Branches Hit 1 Crore Portfolio

We're thrilled to share that this financial quarter, our Micro LAP business achieved major milestones at three branches! Chalisgaon reached a portfolio of 3 Cr, Ghatkopar hit 2 Cr, and Shivpuri achieved 1 Cr.

A big thank you to everyone who made this possible: The Sales Team for earning new customers' trust; the Central Team for reviewing files and updating the ERP; the Credit Team for reviewing and approving loans; the CDL Team for assisting with disbursements; and the Collection Managers for managing EMI collections.

Your hard work and dedication have been the driving force behind this success. Congratulations, and let's aim even higher next quarter!

SVASTI MICROFINANCE BEST CUSTOMER AWARD APP



We are pleased to announce that Svasti Microfinance has won the “Best Customer App” award at the 8th India NBFC Summit & Awards 2024.

The Award was presented by Mahesh Thakkar - Director General, Finance Industry Development Council (FIDC India), and was received by senior team members of Svasti Microfinance - Ravikumar Nagaram (VP - Microfinance), Sudhakar Seetha (VP - Consumer Finance & MicroLAP), Nitesh Sinha (VP - Operations Risk Management), Narayan Bhaskar (VP - HR & Admin), Parin Vithlani (VP - Training & Development & Sojanya Bum (VP - Accounts & Finance)

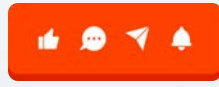
The Awards Ceremony was held at Hotel Taj Santacruz in Mumbai on the 6th of September 2024. It was produced by the Synnex® Group.



धन अधिकार सेवाएं

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