



Sa-Dhan
Fostering Inclusive Impact Finance



20th Sa-Dhan *National Conference on Inclusive Growth*

Building Resilient Microfinance:
Promoting Inclusive and
Responsible Finance

13th & 14th
November 2025

The Ashok Hotel
New Delhi





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Introduction

The 20th Sa-Dhan National Conference on inclusive growth, to be held at Hotel Ashok, New Delhi, on 13th and 14th November, will focus on the theme “Building Resilient Microfinance: Promoting Inclusive and Responsible Finance.”

This year marks two important milestones: Sa-Dhan completes 10 years as the Self-Regulatory Organisation for Microfinance Institutions and hosts its 20th National Conference. The conference will convene policymakers, regulators, financial institutions, fintech companies, development partners, and practitioners to chart the next decade of inclusive finance.

This year's theme calls for placing client protection, ethical market conduct, and institutional strength at the centre stage. Resilience is more than survival; it is the capacity to adapt, learn, and protect clients while maintaining sound governance and sustainability. Inclusive, responsible finance underpins resilience by expanding outreach to underserved communities, closing gender and rural gaps, and upholding client protection, transparency, and fair pricing so that progress never compromises client well-being.

Key sessions will set the big picture, linking client realities to system change. Topics will be focused around customer centric and responsible lending practices, strengthening household through social security products and discussing the role of regulatory framework and self regulation in Indian financial landscape.

Breakaway sessions will largely focus on examining the new and emerging trends which can revolutionise the financial landscape - individual centricity in group lending, digital inclusion, employee motivation, enterprise development, small ticket lending for housing finance and product innovation. The sessions will end with the final session celebrating all the financial innovations that have reshaped the Indian financial landscape.

Join us at the conference to bring together practice and policy and aim to develop a shared understanding of what resilience looks like at client, institutional, and ecosystem levels—and to build the partnerships required to achieve it.

Session Plan

Programme Schedule

| Day 1 - 13th November | |
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| 08:45-09:45 | Registration |
| 09:45-11:00 | <p>Inaugural Session (Convention Hall)</p> <p>Welcome Address - Dr K Paul Thomas, MD & CEO, ESAF Small Finance Bank & Chair, Sa-Dhan</p> <p>Special Address - Mr Sudatta Mandal, DMD, SIDBI</p> <p>Keynote Address - Mr Shaji KV, Chairman, NABARD</p> <p>Inaugural Address - Mr Nagaraju Maddirala, IAS, Secretary, DFS, Ministry of Finance, Government of India</p> <p>Felicitation of Padma Shri Mr Aloysius Prakash Fernandez in recognition of his outstanding contribution to Women Empowerment and Financial Inclusion.</p> <p>Release of 'CSR Initiatives of Micro Lenders - Stories beyond Credit'</p> <p>Release of White Paper on "Future of Microfinance: Propelling Growth, Fuelling Prosperity"</p> <p>A brief presentation on the White Paper - Mr Asim Parashar, Partner, PwC</p> <p>Vote of Thanks - Mr Jiji Mammen, ED & CEO, Sa-Dhan</p> |
| 11:00-11:30 | Chai For Change  |
| 11:30-01:00 | <p>Plenary Session 1: Customer Centric and Responsible Lending through Fair, Transparent, Sustainable Lending Practices</p> <p>Moderator - Prof. M S Sriram, IIM Bangalore</p> <p>Speakers:</p> <p>Mr Sudatta Mandal, DMD, SIDBI</p> <p>Dr Mukesh Kumar, GM, Reserve Bank of India</p> <p>Dr H P Singh, CMD, Satin Creditcare Network</p> <p>Mr Sadaf Sayeed, CEO, Muthoot Microfin & Co-Chair, Sa-Dhan</p> <p>Mr Sachin Seth, Chairman, CRIF High Mark & Regional Managing Director, CRIF India & South Asia</p> <p>Mr Debasish Mishra, CGM, State Bank of India</p> <p>Mr Krishnadas Nair, EVP & Business Head- Microfinance, Bharat Banking, Axis Bank</p> <p>Mr Sanjib Jha, MD & CEO, Coverfox</p> <p>Session Brief:</p> <p>This session will explore the principles and strategies of customer-centric lending within the microfinance sector, focusing on creating fair, transparent, and sustainable lending practices. As MFIs aim to empower underserved communities, adopting a customer-centric approach ensures that lending practices meet the unique needs of clients while fostering trust and long-term relationships. The discussion will cover key aspects of inclusive personalized financial solutions, transparent communication, and ethical lending standards. Panelists will share insights into innovative customer acquisition and engagement models, the role of technology in enhancing client experiences, and strategies for balancing customer welfare with institutional goals. The session will also address the challenges and opportunities in implementing customer-centric practices in diverse market environments.</p> |

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| | <p>Key Questions Addressed in This Session:</p> <ol style="list-style-type: none"> 1. Is the present microfinance model customer centric? If so, is it serving the interest of the individual borrowers to meet their aspirations? 2. Can the present model of group lending can be made more customer centric? 3. How do customer-centric lending practices enhance fair, transparent, and sustainable microfinance solutions? 4. How can microfinance institutions balance client welfare with institutional goals to foster trust and long-term relationships? |
| 01:00- 02:00 | <p>Lunch </p> |
| 02:00-02:10 | <p>A presentation on 'Insuring the Uninsured: Building Protection for India's Underserved'- Mr Piyush Ranjan, CTO, Coverfox</p> |
| 02:10-03:10 | <p>Release of the Microfinance Outlook Report by TransUnion CIBIL & Sa-Dhan</p> <p>Breakaway Session 1: Keeping Individual Centricity in Group Lending Model: The New Norm of Microfinance? (Hall-B)</p> <p>Moderator - Ms Deepshikha Sikarwar, Associate Editor and National Editor(Economics), The Economic Times</p> <p>Speakers:</p> <p>Mr G Kiran Kumar, ED & CEO, Svamaan Financial Services</p> <p>Mr Paritosh Mathur, Head- Wholesale Bank, IDFC FIRST Bank</p> <p>Dr Indradeep Ghosh, Executive Director, Dvara Research</p> <p>Mr Asim Parashar, Partner, PwC</p> <p>Session Brief:</p> <p>This session will focus on the future of group lending within microfinance, a model that has been instrumental in providing financial access to underserved communities. As customer needs and market dynamics evolve, microfinance institutions (MFIs) need to explore innovative approaches to group lending or explore other models to reach the poor in a more effective and efficient manner. Can the group lending be supplemented by individual credit assessment? The session will also address the critical challenges faced by microfinance institutions (MFIs), for accurately evaluating the creditworthiness of clients, particularly those in underserved and informal sectors. Panelists will share insights into innovative approaches and tools for improving credit assessments, including the use of alternative data, technology solutions, and community-based evaluation methods for individual based lending.</p> <p>Key Questions Addressed in This Session:</p> <ol style="list-style-type: none"> 1. Advantages and limitations of traditional group lending model in addressing the evolving financial needs of underserved communities. 2. How can microfinance institutions integrate innovative credit assessment tools and alternative data to improve the accuracy of individual credit underwriting? 3. Can the group model be supplemented with individual credit underwriting for better effectiveness? 4. As customer needs evolve, what factors should drive microfinance institutions to transition from group to individual lending models or other models? 5. Role of technology and alternative data in enhancing community-based evaluation methods. |

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| 02:00- 02:05 | A Presentation on ' Empowering the Last Mile ' - Ms Gayathri L , Senior Solutions Consultant, Bahwan CyberTek |
| 02:05- 03:05 | <p>Breakaway Session 2: The Digital Inclusion in Microfinance Journey: Preparing for the Next Phase in Microfinance (Hall-A)</p> <p>Moderator - Dr Abhishek Agrawal, Managing Partner, ACCION</p> <p>Speakers:</p> <p>Dr Roy Varghese, CEO, Asirvad Microfinance</p> <p>Mr Rahul Gupta, Director & CEO, Avanti Finance</p> <p>Mr Rakesh Dosi, Chief Business Officer, Protean eGov Technologies</p> <p>Ms Nalini Venkat, Chief Business Officer, Digit Insurance</p> <p>Mr Anant Deshpande, Co-Founder & COO, FinBox</p> <p>Session Brief:</p> <p>India's microfinance sector has undergone remarkable digital transformation, with loan portfolios growing over 20-fold in just over a decade and nearly 80% of borrowers engaging via digital channels. This shift is underpinned by foundational public infrastructures like PMJDY, Aadhaar, and UPI, alongside growing smartphone penetration. MFIs are adopting AI-driven underwriting, cloud-based loan management, and seamless digital payment integrations to enhance outreach and operational efficiency. However, accelerating digitization has also brought challenges too. Looking ahead, the sector's success will depend on balancing technological innovation with building borrower trust, financial literacy, and responsible lending. This session explores the evolving digital microfinance landscape and the crucial enablers—including policy frameworks, fintech collaborations, and inclusive product designs—that can ensure equitable, secure, and sustainable financial inclusion for India's underserved populations in the next decade.</p> <p>Key Questions Addressed in This Session:</p> <ol style="list-style-type: none"> 1. How are MFIs leveraging digital technologies to expand outreach into underserved regions and improve borrower experience? 2. What strategies can ensure a balance between rapid digital adoption and responsible lending practices in microfinance? 3. How can regulators foster innovation while protecting vulnerable low-literacy and rural customers in a digital lending environment? 4. In what ways can digital microfinance address issues of trust, financial literacy, and over-indebtedness to become truly empowering for underserved borrowers? |
| 02:00- 03:00 | <p>Breakaway Session 3: Building a Resilient Workforce: Enhancing Human Resource Development through Capacity Building and Employee Motivation (Hall-C)</p> <p>Moderator: Prof. Partha Ray, Director, NIBM</p> <p>Speakers:</p> <p>Mr Aditya B Chatterjee, MD, Equifax India Credit Information Services</p> <p>Mr Balbir Singh, ED & CEO, Great Place to Work</p> <p>Mr J Balakrishnan, CEO, Belstar Microfinance</p> <p>Dr Aqueel Ahmed Khan, MD, Mitrata Inclusive Financial Services</p> <p>Mr Harish Raghu, Consultant & Director, Good Books Capital Advisors</p> <p>Session Brief:</p> <p>This session will address the critical challenges faced by MFIs with regards to Human Resource (HR). It will also discuss about the high employee turnover in microfinance institutions (MFIs) and explore effective strategies for human resource development and retention. As MFIs strive to serve diverse and underserved communities, the need for a skilled, motivated, and stable workforce is paramount. The discussion will focus on innovative approaches to recruitment,</p> |

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| | <p>training, career development, and employee engagement that can enhance job satisfaction and loyalty. Panelists will share insights into successful HR practices, the role of organizational culture in retention, and the importance of aligning employee goals with institutional mission. The session will also examine the impact of technology and flexible work arrangements on employee retention, as well as the support systems necessary to foster a positive work environment.</p> <p>Key Questions Addressed in This Session:</p> <ol style="list-style-type: none"> 1. What is the major HR related issues which needs the attention of MFI management? 2. How microfinance institutions build a skilled and motivated workforce that effectively serves diverse communities? What innovative recruitment and training strategies be applied? 3. What are the strategies needed to enhance staff retention within MFIs for better client engagement and increased staff productivity? 4. Provide examples of successful HR practices in microfinance that have led to reduced employee turnover and increased motivation. 5. What support systems and career development opportunities are essential for creating a positive work environment that fosters loyalty and professional growth among employees? |
| 03:00-03:30 | <p>Chai For Change </p> |
| 03:30- 03:40 | <p>Sa-Dhan and Water.org Awards for Top Contributing Financial Institutions in Water & Sanitation Financing</p> |
| 03:40-05:00 | <p>Plenary Session 2: Strengthening Household Financial Resilience: Role of Social Security Products</p> <p>Moderator - Ms Ritu Singh, Deputy Editor, CNBC-TV 18</p> <p>Speakers:</p> <p>Dr Ajay Kumar Sood, DMD, NABARD</p> <p>Ms Suparna Tandon, CEO, NPS Trust</p> <p>Mr Ashish Kumar, CGM, PFRDA</p> <p>Mr Vivek Tiwari, Chairman, MD & CEO, SATYA MicroCapital Limited</p> <p>Mr Manoj Gulati, Regional Director- South Asia, Water.org</p> <p>Mr Anil Kumar S.S, CEO, SKDRDP BC Trust</p> <p>Session Brief:</p> <p>This session will explore the vital role of microinsurance, WASH and other social protection products in enhancing financial resilience of underserved populations. It will also discuss as to how MFIs can work towards providing last mile delivery for schemes, products & programs which will enhance the financial resilience of poor households. Discussion will focus on innovative microinsurance models, WASH products and integration of comprehensive social protection measures, such as health insurance and pension schemes, to support vulnerable communities. Panelists will share insights into successful implementation strategies, and the role of partnerships in scaling these initiatives. The session will also examine policy frameworks and technological innovations that can facilitate broader access to microinsurance and social protection services.</p> <p>Key Questions Addressed in This Session:</p> <ol style="list-style-type: none"> 1. How to enhance the financial resilience of the poor households and what role MFIs can play in this? 2. Discussion on various social protection products available such as microinsurance, WASH, health insurance at present. How these products be tailored for the needs of underserved populations 3. How can MFIs become an integral part of the supply chain for microinsurance and social security products without causing financial burden? 4. Can there be a partnership between MFIs, Government, and other Private Sector players in scaling these initiatives? |

Day 2 - 14th November

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| <p>09:30-10:15</p> | <p>Fireside Chat: Financial Inclusion to Customer Prosperity: A New Lending Approach</p> <p>A conversation with Dr Arvind Virmani, Member, NITI Aayog</p> <p>Dr Charan Singh, CEO & Founder Director, EGROW Foundation</p> <ol style="list-style-type: none"> 1. Overview of microfinance's growth and its role in enhancing prosperity in underserved communities. 2. Is there a need for Micro lending institutions to focus on customer prosperity rather than credit availability? 3. Is there need for a role change for microfinance providers in ensuring customer prosperity 4. Addressing microfinance issues like scalability, sustainability, regulatory barriers, and balancing profit with social impact. 5. Importance of supportive policies, financial literacy, and consumer protection for microfinance sector growth. 6. Promoting cross-sector collaborations through partnerships with governments, NGOs, and private entities. |
| <p>10:15-10:30</p> | <p>Elaben Memorial Award for Best Women-Friendly Financial Institution- 2025</p> |
| <p>10:30- 12:00</p> | <p>Plenary Session 3: Empowering Women Entrepreneurs: Social and Economic Upliftment through Enterprise Development</p> <p>Moderator - Mr N Srinivasan, Development Finance & Livelihoods Expert</p> <p>Speakers:</p> <p>Dr Monika, Deputy Secretary, Ministry of Rural Development, Government of India</p> <p>Mr R Inigo Arul Selvan, CGM, DMFI, NABARD</p> <p>Mr Vinayak Shukla, General Manager, Bank of India</p> <p>Mr Amit Arora, Senior Rural & Agri Finance Specialist, The World Bank Group</p> <p>Ms Madhu Khetan, Integrator, PRADAN</p> <p>Session Brief:</p> <p>This session will focus on the initiative around socio economic upliftment of women through enterprise development models like "Lakhpatti Didi", which aims to empower women by fostering entrepreneurship and enhancing their contribution to household incomes through micro-enterprises. The discussion will highlight successful models and strategies that have enabled women in rural and underserved areas to become financially independent by leveraging microfinance and capacity-building programs.</p> <p>Panelists will discuss the impact of these initiatives on women's economic independence, community development, and overall social change. The session will also explore the challenges faced by women entrepreneurs and the support systems required to sustain and scale these enterprises.</p> <p>Key Questions Addressed in This Session:</p> <ol style="list-style-type: none"> 1. How the microfinance borrowers be turned into micro entrepreneurs? What strategies be adopted for the same? 2. What support is needed to transform micro borrowers to be micro entrepreneurs? Can MFIs or other micro lending institutions play a role in this? 3. How much the NRLM initiative of promoting women enterprises is helpful in this objective 4. What are the other successful models like Lakhpatti Didi which has helped in empowering rural women entrepreneurship? 5. What are the positive effects to community development through women led enterprises? 6. What are the obstacles faced by women entrepreneurs in underserved areas? |

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| 12:00-12:30 | Chai For Change  |
| 12:30-12:35 | A Presentation on 'Unbanked to Empowered: Expanding Access, Step by Step' - Mr Rajat Agarwal , Chief Business Officer- Enterprise and Financial Assets, PayNearby |
| 12:30-01:30 | <p>Breakaway Session 4: Housing for All: Role of Small-ticket Housing Loans (Hall-C)</p> <p>Moderator - Dr Saibal Paul, Dy. Director, Sa-Dhan</p> <p>Speakers:</p> <p>Mr Vishal Goyal, General Manager, National Housing Bank</p> <p>Ms N. Neeraja, Managing Director, NABFINS</p> <p>Mr Deo Shankar Tripathi, Executive Vice Chairman, Aadhar Housing Finance</p> <p>Mr Patrick McAllister, Director - Financial Policy & Regulation, Terwilliger Center for Innovation in Shelter</p> <p>Mr Naresh Kumar, COO, NCGTC</p> <p>Session Brief:</p> <p>India faces a massive housing shortage, with over 40 million units needed across rural and urban areas. As PMAY 2.0 aims to reach 30 million households by 2029, it is imperative to address the gap financing needs of EWS and LIG segments to complete their home constructions.</p> <p>Join us for a focused session on the potential of small-ticket housing loans (under ₹10 lakh) to bridge this gap. We will explore how microfinance clients, ready to graduate to higher-value credit, can be empowered through innovative lending models and policy support.</p> <p>Key Questions Addressed in this Session:</p> <ol style="list-style-type: none"> 1. Housing as a life cycle need: Serving the graduating microfinance customer 2. Collaborative lending models for last-mile access 3. Policy and enabling environment for Small-ticket housing loans |
| 12:30 - 01:30 | <p>Breakaway Session 5: Reinventing Microfinance: Product Diversification and Lending Models (Hall-B)</p> <p>Moderator - Ms Hamsini Karthik, Banking Editor, Money Control</p> <p>Speakers:</p> <p>Mr Inderjit Camotra, MD & CEO, Unity Bank</p> <p>Mr Vineet Chandra Rai, Founder & Vice Chairman, Aavishkaar Group</p> <p>Mr Amardeep Singh Samra, Managing Director, Midland Microfin</p> <p>Mr LVNL Murty, MD & CEO, Dvara KGFS</p> <p>Mr Abhijit Ray, Co-Founder & MD, UC Inclusive Credit</p> <p>Session Brief:</p> <p>This session will address the current products offered by MFIs and how important is the product diversification in MFIs to broaden their outreach and improve risk management. As MFIs evolve, there is a growing recognition that a diverse product portfolio not only meets the varied needs of clients but also strengthens institutional resilience. By offering a range of financial products MFIs can cater to different segments of the population, including those in underserved and remote areas. Panelists will discuss the benefits of diversification, share insights on successful product development strategies, and explore the challenges of implementing and scaling diverse offerings. The session will also highlight the role of innovation and technology in facilitating product diversification and improving customer experience.</p> |

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| | <p>Key Questions Addressed in This Session:</p> <ol style="list-style-type: none"> 1. Will current product lines offered by MFIs sufficient make them sustainable for long? 2. How can the sustainability of MFIs be improved through product diversification? 3. What is the role of innovation and technology in enhancing product diversification? 4. How does product diversification help in building institutional resilience? 5. Discussion on successful strategies for developing diverse financial products for MFIs? |
| 12:30-01:30 | <p>Breakaway Session 6: Celebrating Financial Innovations: Reshaping the Financial Inclusion Landscape of India (Hall-A)</p> <p>Moderator - Mr Shishir Sinha, Associate Editor, Business Line</p> <p>Speakers:</p> <p>Mr Nabin Kumar Roy, General Manager, NABARD</p> <p>Mr Chitrabhanu K G, Exec. Vice President & Country Head- Agri, MRBD & Gold, Federal Bank</p> <p>Mr Jagadish Babu Ramadugu, MD & CEO, Pragati Finserv</p> <p>Mr Ajit Singh, Director, PwC</p> <p>Mr Sameer Nagpal, COO, Spice Money</p> <p>Session Brief:</p> <p>India's financial ecosystem has undergone transformative innovations that have collectively propelled financial inclusion and sustainable growth across multiple segments. This session delves into pioneering developments driven by diverse institutions such as Cooperatives, Regional Rural Banks (RRBs), Lead Banks, and Self-Help Groups (SHGs), as well as flagship government initiatives like PMJDY and MUDRA. These innovations have created a robust and inclusive financial infrastructure, reaching the remotest and most underserved communities. From digitization efforts and simplified account opening to innovative credit delivery models and tailored financing solutions, each component plays a critical role in fostering equitable economic participation. The session will explore how these interlinked innovations have enhanced accessibility, affordability, and quality of financial services, enabling the entire ecosystem—including microfinance, formal banking, and fintech—to grow sustainably and inclusively. Participants will gain insights on lessons learned, ongoing challenges, and future opportunities to further strengthen India's financial landscape.</p> <p>Key Questions Addressed in This Session:</p> <ol style="list-style-type: none"> 1. How have institutions like Cooperatives, RRBs, and Lead Banks innovated to deepen financial inclusion within rural and semi-urban areas? 2. How have government-led initiatives like PMJDY and MUDRA reshaped access to banking and credit for underserved populations? 3. What technological and operational innovations have emerged across the ecosystem to improve service delivery and customer experience? 4. What are the major challenges remaining in scaling these innovations, and how can the ecosystem overcome them to achieve deeper financial inclusion? |
| 01:30-02:30 | <p>Lunch </p> |

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| 02:30-03:30 | <p>Plenary Session 4: Regulatory Framework for Responsible Lending: Role of Self-Regulation in Indian Financial Landscape</p> <p>Moderator - Mr Tamal Bandyopadhyay, Consulting Editor, Business Standard</p> <p>Speakers:</p> <p>Ms Jignasa Morthania, DGM - DoR, RBI</p> <p>Mr Kalengada Mandanna Nanaiah, Sector Expert & Member of SRO Committee, Sa-Dhan</p> <p>Mr Mukul Jaiswal, Managing Director, Cashpor Micro Credit</p> <p>Mr Kartik S Mehta, Co-founder & MD, Pahal Financial Services</p> <p>Mr Raman Aggarwal, CEO, FIDC</p> <p>Mr Jiji Mammen, ED & CEO, Sa-Dhan</p> <p>Session Brief:</p> <p>The session titled focuses on the evolving role of self-regulation in Indian financial landscape and how Self-Regulatory Organizations (SROs) have been able to manage the self-regulation in MFIs. The session will also look at the Omnibus framework brought out by RBI on SROs and how they can play a role in regulating other financial services. As lending practices expand, SROs are pivotal in promoting ethical standards, ensuring compliance, and protecting consumer interests. The session will explore how SROs bridge the gap between regulatory authorities and financial institutions by establishing guidelines, monitoring adherence, and facilitating grievance redressal. Key discussion points include the development and enforcement of ethical lending standards, fostering accountability, enhancing consumer protection, and collaboration opportunities between SROs, government bodies, and financial institutions. Participants will gain insights into the current regulatory framework, the impact of SROs, and strategies for strengthening responsible lending practices, essential for policymakers, financial service providers, and stakeholders aiming for a robust and transparent financial sector in India.</p> <p>Key Questions Addressed in This Session:</p> <ol style="list-style-type: none"> 1. Is self-regulation a practical one for ensuring better financial discipline? 2. How is the performance of the existing SROs in different financial segments? Has the SROs in MFIs played a role as envisaged by the regulator? 3. Has the existing SROs given confidence to regulator in opting for SROs in other financial disciplines also? 4. How do Self-Regulatory Organizations (SROs) contribute to the establishment and enforcement of ethical lending standards in India? 5. How can collaboration between SROs, government bodies, and financial institutions be optimized to support responsible lending and drive sustainable growth in the financial sector? |
| 03:30-03:45 | <p>Valedictory Session</p> <p>Special Note - Dr. Y. Haragopal, MD, NABCONS</p> <p>Valedictory Address - Mr Vijay Mahajan, Sector Expert</p> <p>Award for Participants' Choice for the "Best CSR Initiative by Micro Lenders"</p> |
| 03:45-04:00 | <p>Felicitation of Sponsors and Partners</p> <p>Closing and Vote of Thanks</p> <p>Mr Jiji Mammen, CEO & ED, Sa-Dhan</p> |

Speakers Profile



Mr Nagaraju Maddirala IAS
Secretary
DFS, Ministry of Finance, Government of India

Mr M. Nagaraju is an IAS officer belonging to the Tripura cadre. After graduating in Economics and post-graduation in Philosophy from the University of Hyderabad, he joined the IAS in 1993. Over a period of more than 30 years, he had the opportunity to serve at the Local, State, National and International levels in various capacities. In the State Government, he served as District Magistrate, Director of Tribal Welfare, Secretary/Principal Secretary of the Health, Finance, and Industries & Commerce departments. He was deeply involved in tribal development work and the rehabilitation of surrendered militants.

Between 2004 and 2008, he served in the Ministry of Finance, Department of Economic Affairs, as Director for Japan/North America, and Director in the World Bank Division. During his tenure, he was responsible for bilateral economic relations and initiated feasibility studies for the Delhi-Kolkata freight corridor and the Delhi-Mumbai Industrial Corridor. He also oversaw the financing of large projects, including the Delhi Metro, Bangalore Metro, and Chennai Metro, among others, through JICA. He was also in charge of the India-US Financial and Economic Forum and the India-US CEO Forum.

Thereafter, he worked as an Advisor to the Executive Director at the World Bank in Washington, D.C., until 2012, and contributed actively to the Bank's response to the 2008 financial crisis, food crisis, and fuel crisis, as well as the sanctioning of significant development assistance to India during 2008-2012. He was also closely involved in G-20, G-24 and G-11 discussions, articulating India's interests and positions on several issues.

He was a visiting fellow at the University of Pennsylvania in the USA for one year, from 2012 to 2013. As Joint Secretary and Additional Secretary, Ministry of Coal, from January 30, 2020, he opened up the coal sector for commercial mining in the country, transforming India from a coal-deficient to a coal-surplus nation. He served on the Boards of Mahanadi Coalfields Limited, Northern Coalfields, NLCIL, and Coal India. He was appointed Secretary of Financial Services on August 19, 2024.



Dr K. Paul Thomas
MD & CEO
ESAF Small Finance Bank & Chair, Sa-Dhan

Dr K. Paul Thomas is the Founder of ESAF Group of Social Enterprises including ESAF Microfinance and Investments Pvt Ltd. He has been a management professional for over 32 years out of which more than 25 years are in the microfinance sector. Before starting the microfinance program, Dr Paul Thomas had worked with Indian Farmers Fertilizers Co-operative Ltd (IFFCO) the world's largest cooperative owned fertilizer company for 18 years during which he traveled extensively through rural India. During these trips, he came to the realization that community transformation is possible through creating opportunities. This inspired him to start microfinance lending under the ESAF society. He was on the Boards of apex microfinance bodies like MFIN and he is the founder and President of Kerala Association of Microfinance Institutional Entrepreneurs (KAMFI). Dr K. Paul Thomas is a visionary social entrepreneur from India and the founder of ESAF Group of Social Enterprises, including ESAF Small Finance Bank, where he currently serves as the Managing Director & CEO. In 1992, Dr K. Paul Thomas established ESAF as a non-profit society, focusing on organising neighbourhood women into Self-Help Groups (SHGs) to promote socio-economic transformation in some of India's most backward regions.

Dr K. Paul Thomas was awarded a doctoral degree by the Faculty of Management Studies of VELS University for his thesis, titled "Influence of Social Entrepreneurship on Socio-economic Transformation and Sustainable Development by Small Finance Banks in 2025. He was also conferred an honorary doctorate by Kerala Agricultural University, recognising his contributions to sustainable practices and financial inclusion in 2025.



Mr Shaji K V

Chairman
NABARD

Mr Shaji K. V. has been serving as Chairman of NABARD since December 2022, bringing over three decades of experience spanning commercial banking, development finance, and rural banking. Previously, he served as Deputy Managing Director at NABARD, where he led key initiatives, including the creation of the Climate and Sustainability vertical, fintech engagement strategies, data warehousing, digitisation of supervision, and risk management reforms. With over a decade of board-level experience, he currently serves on the boards of DICGC, ONDC, and NCDC, and chairs NABARD subsidiaries NABCONS and NABVENTURES. He also heads the Governing Council of BIRD, Lucknow, and is on the governing bodies of EDII, Ahmedabad, and NIBM, Pune. Previously, he held senior roles at Canara Bank for 26 years, including leading the merger of Syndicate Bank and chairing Kerala Gramin Bank, which was then India's largest Rural Bank. He has also chaired key NABARD subsidiaries and international forums such as APRACA. Mr Shaji holds a postgraduate degree in Agriculture and a PGDM in Public Policy and Infrastructure Finance from IIM Ahmedabad, and is certified in Treasury, Investment & Risk Management.



Mr Sudatta Mandal

DMD
SIDBI

Mr Sudatta Mandal has experience of 29 years in development banking, across all aspects of finance and development, including Corporate Credit (SMEs as well as large corporates), Micro Credit, Digital Lending, Cross-border Development Finance, Institutional Credit, Treasury & Resource Mobilization, Liability Management, Venture Finance, IT, HRM, enterprise-wide Risk Management, Compliance and Strategy formulation, Promotional & Developmental activities, and ecosystem development.

Before joining SIDBI, he had a 26-year stint in India Exim Bank, where he held several key positions including Chief Financial Officer, Chief Risk Officer and Chief Strategy Officer.

He is a B-Tech. in Electrical Engineering from the Indian Institute of Technology, Kanpur, and MBA from the Indian Institute of Management, Calcutta.



Prof. M S Sriram
IIM Bangalore

Prof. M.S. Sriram is currently a Professor at the Centre for Public Policy, Indian Institute of Management Bangalore. Before this, he was a Professor in the Finance and Accounting Area at the Indian Institute of Management, Ahmedabad. He has worked as Vice President (Finance) at BASIX and was a faculty member at the Institute of Rural Management Anand.

In addition to the academic work, he has been active in the policy space, chairing the Expert Committee on Kerala Co-operative Bank, being a member on the Financial Inclusion Advisory Committee of the RBI and the External Advisory Committee of RBI to licence Small Finance Banks, the Vaidyanathan Committee on co-operative reforms and the RBI Expert Committee on Primary (Urban) Cooperative Banks. He graduated from the Institute of Rural Management, Anand, and is a Fellow of the Indian Institute of Management, Bangalore.



Dr Mukesh Kumar
GM
RBI

Dr Mukesh Kumar is General Manager in Reserve Bank of India, presently posted in Department of Supervision, New Delhi Office of RBI. During his 23 years of service in RBI, he has been associated with the assignments related to Currency Management, supervision of banks, non-banking finance companies, urban cooperative banks, Foreign Exchange Department, and Financial Inclusion and Development Department of RBI. He is PhD in Management and holds an MBA degree with specialization in Human Resource Management. He is also a Certified Associate of the Indian Institute of Bankers (CAIIB), a Certified Bank Trainer (CBT) and a Diploma holder in Treasury, Investment and Risk Management from Indian Institute of Banking & Finance, Mumbai in which he scored highest aggregate marks all over India. In addition, he is a Certified Behavioral Event Interviewer (BEI), Certified in WorkPlace Big Five Profile 4.0 - by Center for Applied Cognitive Studies - Charlotte, NC 28209 - USA, Qualified and accredited administrator of Myer-Briggs Type Indicator® (MBTI Type I & II) instrument by CPP Asia Pacific and a trained assessor for conducting Assessment and Development Centre in RBI.



Dr HP Singh
CMD
Satin Creditcare Network

Dr HP Singh, a Chartered Accountant and Law graduate, is the visionary founder and Chairman cum Managing Director of Satin Creditcare Network Limited (SCNL). His journey began after an audit revealed a gap in credit access for small shopkeepers, leading him to establish SCNL in 1990. Through a unique model of daily collections and collateral-free loans, he built SCNL into a microfinance institution with over INR 12,000 Crores in Assets Under Management, serving more than 3 million women across India. Under his leadership, the company has expanded its ecosystem to include housing finance, MSME lending, and digital solutions through new ventures, significantly reducing loan disbursement times. A founding board member of industry bodies like MFIN, Dr Singh is a recognised thought leader, having spoken at forums like Harvard and Wharton. His contributions have earned him numerous accolades, including being named India's Most Trusted Leader twice and receiving an honorary doctorate. His journey is a testament to transforming a single idea into a nationwide movement for financial inclusion.



Mr Sadaf Sayeed
CEO
Muthoot Microfin & Co-Chair Sa-Dhan

Mr Sadaf Sayeed is the founding CEO of Muthoot Microfin Limited, a position he has held since its inception in 2010. Under his leadership, the institution has grown into one of the country's largest NBFC-MFIs, with an AUM of over ₹12,250 crore, 3.41 million active customers, and a presence across 21 states.

With two decades of experience in the financial services industry, including leadership roles at institutions like HDFC Bank and Spandana, Mr Sayeed is a recognised industry leader. His strategic acumen was pivotal in the company's 2024 public listing, and he has been re-elected as the Co-chair of Sa-Dhan, the industry's self-regulatory organisation. His expertise is further validated by numerous accolades, including the Leadership Excellence Award at the 2024 London Global Convention.

His leadership has also fostered an award-winning workplace culture, with Muthoot Microfin being certified as a Great Place to Work for the sixth time and winning prestigious awards, including Microfinance Company of the Year at the ET Business Awards 2024. Mr. Sayeed holds an MBA in Finance and Marketing and is a founding member of the Kerala Association of Microfinance Institutions (KAMFI).

**Mr Sachin Seth**

Chairman

CRIF High Mark & Regional Managing Director CRIF India & South Asia

Mr Sachin Seth is the Regional Managing Director for India and South Asia of CRIF S.p.A. group companies and also serves on the board of CRIF High Mark Credit Bureau. Sachin is a thought leader with nearly three decades of rich global work experience spanning the Fintech, Digital, and technology sectors. Before joining CRIF this year, he served as a Partner and Digital Fintech leader at EY and an Executive Director at IBM, with a focus on India and overseas markets. In his career, he has worked with leading BFSI organisations in helping them build new business models and transformational platforms. Previously, he has served on the board of Insurance JV of BSE and Ebix, and is an Advisory Board Member of the IIM Udaipur Fintech COE. He holds an Engineering degree with a Master's in management.

**Mr Debasish Mishra**

CGM

State Bank of India

Mr Debasish Mishra is the Chief General Manager (CGM) of the Delhi Circle for the State Bank of India (SBI), an engineering and management graduate with over 25 years of experience in the bank, including international postings.

His career at SBI spans diverse functions, including Credit, IT, HR, and MSME. In his previous role as General Manager of the Business Solutions Department, he spearheaded process changes that enabled the rollout of 3,245 business solutions in a single year. Under his leadership, the New Delhi Circle has achieved the No. 1 position in SBI's national business, operations, and compliance matrix.

He is a Certified Financial Planner, holds a diploma in Risk Management, and was awarded the prestigious Chevening Gurukul Scholarship to study at the London School of Economics. Outside of work, he is an avid reader and writer, with published articles and award-winning essays, and was a contestant on the first season of Kaun Banega Crorepati (KBC).



Mr Krishnadas Nair
EVP & Business Head - Microfinance Bharat Banking
Axis Bank

Mr Krishnadas Nair is responsible for the retail and wholesale microfinance business at Axis Bank, a role he began in January 2021. With a career spanning over two decades, he brings rich leadership experience from financial institutions such as the Aditya Birla Group, ICICI Bank, and HDFC Life.

He has a strong track record of leading large, cross-functional teams and delivering high-impact results, specialising in product & distribution, risk management, and new market development. He is also adept at driving digital and technology-led transformations. Before joining Axis Bank, he was part of the leadership team at HDFC Life, where he headed Bancassurance and Strategic Alliances.

He holds a Bachelor of Science in Statistics and a PGDBM from XIMR, and has been nominated for executive leadership programs at INSEAD and IIM Ahmedabad.



Mr Sanjib Jha
MD & CEO
Coverfox

Mr Sanjib Jha is the Founder & CEO of Coverfox Insurance, where he is reimagining how insurance reaches Indian households in the underserved and underpenetrated regions of the country.

With over two decades at the intersection of policy, finance, and entrepreneurship, Sanjib has consistently turned bold ideas into systemic solutions. Before Coverfox, he advised the World Bank on a ₹4,100 crore MSME-finance program through SIDBI. He was also the founding CEO of IntelleGrow, India's first venture debt institution. Earlier, as Group CFO at Intellecap, he played a key role in the acquisition of Arohan, the first acquisition in India's microfinance sector. At Coverfox, he brings this wealth of experience with a clear mission: to expand insurance access to millions of underserved Indians and transform the way protection is delivered.



Mr Piyush Ranjan

CTO

Coverfox

Mr Piyush Ranjan, the CTO of Coverfox Group, is an IIT Kanpur graduate and a founding engineer at Ola and Cleartrip, bringing over two decades of deep technical and leadership experience. As the former Senior Director of Technology at Ola, he played a pivotal role in the platformization, scaling, and internationalization of Ola's technology ecosystem and applications. His career spans impactful leadership roles at BrowserStack and Intellecap, where he contributed to driving innovation, building scalable platforms, and leading high-performing engineering teams.



Ms Deepshikha Sikarwar

Associate Editor and National Editor (Economics)
The Economic Times

Ms Deepshikha Sikarwar serves as the Associate Editor and National Editor (Economics) at The Economic Times. She covers a broad spectrum of government policy issues, including taxation, capital markets, FDI policy, infrastructure, and multilateral relations. In her role, she closely tracks and reports on key developments within the Ministry of Finance and the Planning Commission. Ms Sikarwar holds a Master's degree from the University of Delhi.



Mr G Kiran Kumar
ED & CEO
Svamaan Financial Services

Mr Kiran Kumar serves as the ED & CEO at Svamaan. He brings extensive experience in financial services, spanning credit strategy, digital lending, growth, and organisational transformation. Before this role, Mr Kiran led the financial services and digital transformation mandate as part of his tenure at Strategy& (formerly Booz & Company), and he also led the credit strategy for the \$4 billion subprime credit card portfolio at Capital One Canada.

Mr Kiran holds a postgraduate degree in Management from the Indian School of Business and is a graduate from the Indian Institute of Technology (IIT) Roorkee.



Mr Nikhil Rajadhyaksha
Chief Revenue Officer
TransUnion CIBIL

With over 25 years of distinguished experience in the banking and financial services industry, Mr Rajadhyaksha has held leadership positions at several renowned institutions, including Citibank, ING Vysya, Kotak Bank, Kotak Securities, and, most recently, the State Bank of Mauritius, where he served as President and Head of Consumer Retail Banking.

He is widely recognised for his proven expertise in driving growth and transformation across retail banking, branch banking, and physical distribution businesses. His strategic leadership has played a pivotal role in shaping consumer banking portfolios and expanding market reach across India.

Outside of his professional achievements, Mr Rajadhyaksha is passionate about music and enjoys reading and playing instruments such as the harmonium and keyboard to unwind.

**Mr Paritosh Mathur**

Head- Wholesale Bank
IDFC FIRST Bank

Mr Paritosh heads the Wholesale Banking division at IDFC FIRST Bank and serves on the Bank's Executive Committee. He oversees relationship management and product coverage for large corporate clients, as well as solutions for Financial Markets, Trade Finance, and Cash Management. Since joining the Bank at its inception in 2015, he has held key roles, including heading the Financial Markets Group.

With over two decades of experience in Fixed Income and FX markets, Paritosh has worked with prominent institutions such as ICICI Securities, JP Morgan Chase, Bank of America, and Deutsche Bank, managing trading desks, debt sales, and asset-liability strategies. He has contributed to the development of India's debt and forex markets through active roles in CII, FEDAI, and FIMMDA, having served on their governing bodies. He is a member of CII's National Council on Financial Markets and an alumnus of IIT Kharagpur and IIM Lucknow.

**Mr Asim Parashar**

Partner
PwC

Mr Asim is a Partner with the Financial Services Advisory Practice in PwC India with 28+ years of experience. He has advised CXOs of leading Global and Domestic Financial Services clients (including NBFC-MFIs, Development Institutions) in Go-To Market Strategy, improving Operational Efficiency and Digital Transformation. He has led complex Change Management programs - driven by technologies but impacting humans.



Dr Abhishek Agrawal

Managing Partner

Accion

Dr Abhishek Agrawal is the Managing Partner of Accion Digital Transformation Fund - ADTx. This global impact investment fund invests in financial services companies in emerging markets and supports them in their digital transformation.

Dr Abhishek brings extensive experience in investment, portfolio management, strategy, and business planning. Abhishek has worked with various partners in various roles at financial services companies and now leads the fund as an investor. He serves on the boards of several financial services institutions.

Dr Abhishek is a Chartered Accountant, holds an MBA in Finance, and has a PhD in municipal financial reforms.



Dr Indradeep Ghosh

Executive Director

Dvara Research

Dr Indradeep Ghosh is the Executive Director of Dvara Research. He holds a PhD from MIT, an MA from Cambridge University (where he won the Adam Smith Prize, awarded to the top graduating student at the university), and a BA from St. Stephen's College, all in Economics. After finishing his PhD, Dr. Ghosh pursued an academic career for more than a decade, first at Haverford College in Philadelphia, Pennsylvania, and then at the Meghnad Desai Academy of Economics in Mumbai, India. At Dvara Research, he works with the Board to drive its research agenda and leads research priorities in coordination with the practice heads.

Dr Ghosh is a multidisciplinary scholar and thinker who has published his work in peer-reviewed journals across various disciplines, including economics. When considering public policy problems, he prefers to combine his formal economics training with insights from other social sciences and the humanities. Dr Ghosh interfaces regularly with policymakers and regulators to advocate for sensible pro-poor financial inclusion and social protection policies. In 2020, Dr Ghosh led the drafting team for the Social Stock Exchange report (published by SEBI's Working Group on the Social Stock Exchange). Currently, he serves on SEBI's Advisory Committee for the Securities Market Inclusion Index and on the Insolvency & Bankruptcy Board of India's Research Guidance Group. He continues to occasionally publish in peer-reviewed journals, such as the Economic & Political Weekly (under "Special Articles") and the Journal of Cultural Economy. Recently, Indradeep has written about the relationship between household-level economic activity and macroeconomic activity, as well as the financial inclusion of women.



Ms Noopur Chaturvedi

MD & CEO

NPCI Bharat BillPay Limited

Ms Noopur Chaturvedi is the Managing Director & CEO of NPCI Bharat BillPay Limited (NBBL). NBBL is the wholly owned subsidiary of NPCI and a first-of-its-kind platform for processing all recurring payments in the country. In this role, Ms Noopur's responsibilities would include formulating and implementing business strategies in line with NBBL's overall mission of providing a safe, reliable, interoperable, and accessible payment infrastructure for all recurring payments nationwide. Before joining NBBL, she held executive positions at PayU (Country Head - SMB) and Airtel Payments Bank (Chief, Corporate Business and Alliances).

Ms Noopur has over two decades of experience in Banking and Financial Services across several leading organisations like Citibank, ING, Samsung, and others. She has worked in both B2C and B2B domains, across roles spanning P&L management, Sales and Alliances, Marketing, as well as Product and Portfolio Management. She is a growth hacker who has launched several new businesses and revenue streams within the organisations she has worked with.

She holds a PGDBM degree from the Indian Institute of Management, Lucknow, and a B.Tech. in Computer Sciences from Harcourt Butler Technology Institute, where she was a merit holder.



Mr Rahul Gupta

Director & CEO

Avanti Finance

Mr Rahul Gupta is responsible for defining and delivering Avanti's vision to provide affordable financial services to the next 100 million unserved and underserved households, leveraging new-age digital technologies to usher in next-gen financial inclusion. Avanti has served over 1 million low-income households with its unique operating model of Paperless, Presenceless & Cashless.

Mr Rahul joined Avanti Finance in 2018 as the first CEO and is based in Bangalore. He was earlier with GE (General Electric) for 20 years where he held several leadership positions including Managing Director-Business Development & Growth, GE ASEAN, President & CEO-GE Money, Singapore and Hong Kong. He was also part of GE's Global Growth Council and a member of the GE Consumer Finance Asia leadership.

Mr Rahul loves sports, has skydived, bungee jumped and enjoys high altitude trekking - completed Mt Kilimanjaro & Everest Base Camp treks. He is super excited about Bharat's evolving startup ecosystem to solving tough problems with local talent & technology.



Ms Nalini Venkat
Chief Business Officer
Digit Insurance

Ms Nalini Venkat is the Chief Business Officer of Digit Insurance and a founding member of the company. She is a seasoned insurance veteran with over 21 years of experience in Strategic Partnerships and Corporate Sales, and has a strong technical background in insurance. At Digit, she plays a critical role in business development and revenue growth of the company. She leads the institutional business of the company and is responsible for establishing strategic partnerships with key corporate clients. In her previous stints, Ms Nalini has held leading positions at Marsh & McLennan Companies and Bajaj Allianz General Insurance. She is a Fellow of the Indian Institute of Insurance, and an alumna of IIM Calcutta and NITTE, Mangalore.



Mr Rakesh Dosi
Chief Business Officer
Protean eGov Technologies

Mr Rakesh Dosi is a distinguished leader at the intersection of digital transformation, financial services, and enterprise technology. With over two & half decades of experience across India's technology landscape, Mr Rakesh has consistently championed innovation and customer-centric growth. As Chief Business Officer at Protean eGov Technologies Ltd., he leads the company's domestic business portfolio. He spearheads its expansion into new sectors—leveraging next-generation technologies and platform-driven models to strengthen India's digital public infrastructure. Mr Rakesh's leadership is defined by his ability to translate strategic foresight into actionable business outcomes.

Before Protean, he served as Business Head at Sify Technologies, where he led the end-to-end transformation of the Network Services business & Business Head at Jio Enterprise delivering sector-specific, tech-enabled solutions to clients in banking, capital markets, insurance, IT, and manufacturing. His career includes influential roles at Nxtra Data, Airtel, and Safescrypt, where he has driven innovation, scale and resilience in complex business environments. A respected voice in enterprise strategy, Mr Rakesh brings deep expertise in go-to-market execution, organisational transformation, and building future-ready teams. His academic credentials include Post Graduation from SP Jain Institute of Management & Research and an SMP from IIM Calcutta.



Mr Anant Deshpande
Co-Founder & COO
FinBox

Mr Anant is the Co-Founder & COO of FinBox. He is passionate about making credit inclusive and affordable for India's self-employed & micro entrepreneurs. At FinBox, Mr Anant leads lending and builds credit origination systems powered by both alternative data (including device data, third-party data, etc.) and traditional data (from credit bureaus).

He believes that strong risk management and partnership-driven lending models can break the vicious cycle of delinquency and high lending costs that plagues most of the digital lending industry.



Prof. Partha Ray
Director
National Institute of Bank Management (NIBM)

Prof. Partha Ray is currently the Director of the National Institute of Bank Management, Pune. He was previously a Professor of Economics at the Indian Institute of Management Calcutta and served as an Adviser to the International Monetary Fund in Washington D.C.

His career began with a long tenure at the Reserve Bank of India (RBI), where he rose to the position of Director in the Department of Economic and Policy Research. Educated in Kolkata, Mumbai, and Oxford, he is a prolific writer on global economic issues, with several books and numerous scholarly articles to his credit.

**Mr Aditya B Chatterjee**

MD

Equifax Credit Information Services

Mr Aditya B Chatterjee is the Managing Director of Equifax Credit Information Services Private Limited. He is responsible for providing leadership and oversight for both the Credit Bureau in India and the Analytics businesses for Equifax. Mr Aditya is a seasoned business leader with over 20 years of demonstrated success in nurturing the success stories of several organisations. He has proven skills in leading high-performing sales verticals, establishing processes, implementing controls, and introducing innovative solutions to create successful patterns. Mr Aditya has experience in various roles, including Strategy, Sales, Business Development, Partnerships, P&L, Product, and Marketing. Before joining Equifax, Mr Chatterjee served as Senior Vice President at Worldline Group and previously worked in organisations such as Wipro, Gartner, and Experian. Mr Aditya holds a Master's degree in Marketing from SCMHRD and graduated from Hindu College with Economics (Hons).

**Mr Balbir Singh**

ED & CEO

Great Place To Work® India

Mr Balbir Singh is the Chief Executive Officer and Executive Director at Great Place To Work® India, bringing over two decades of experience in leadership, organizational culture, and business strategy. He holds a B. Tech degree and is an alumnus of the Indian Institute of Management (IIM) Calcutta. Since joining Great Place to Work® India in 2016, Mr Balbir has been pivotal to its growth, rising from Chief Operating Officer to CEO in June 2024. He guides the organization in its mission to improve India's workplaces, building on his prior technology experience at companies like Infosys.

Mr Balbir is deeply committed to fostering high-trust, high-performance cultures by putting people first and creating psychologically safe environments. His vision is to leverage the brand's strengths to enhance value for both employees and customers, collaborating with thousands of organisations to provide employees with a culture of trust and performance. He fundamentally believes that creating great workplaces leads to excellent work outcomes.



Mr J. Balakrishnan
CEO
Belstar Microfinance

Mr BalaKrishnan joined Belstar Microfinance Limited as Chief Operating Officer (COO), where his active engagement in field operations provided valuable grassroots insights. Mr J Balakrishnan is a retired General Manager with a distinguished 39-year banking career, primarily at Indian Overseas Bank, where he oversaw a broad spectrum of operations, including audit, training, credit, and financial inclusion. Following his retirement, he served as an economic advisor to the Government of India's Technology Development Board.



Dr Aqueel Ahmed Khan
MD
Mitrata Inclusive Financial Services

Dr Aqueel Ahmed Khan, who holds a PhD in Women's Empowerment and a certificate from Stanford University's Seed Transformation Program, has over 30 years of experience as a consultant for agencies such as ADB and IFC, specialising in assessing social risk for projects.

In 2017, he founded Mitrata Inclusive Financial Services Pvt Ltd, an NBFC-MFI, with a vision to build a company based on good governance and a positive culture. Dr Khan strongly believes that human resources are the lifeline and key to sustainability for any MFI. He advocates for a culture of "giving respect before demanding respect". He posits that while incentives are necessary, proper motivation, as per Maslow's theory, comes from fulfilling an individual's need for self-respect and identity, which he strives to embed in Mitrata's ecosystem.



Mr Harish Raghu
Consultant and Director
Good Books Capital Advisors

Mr Harish Raghu is a seasoned professional with a 30-year career dedicated to the rural banking sector, having worked across various verticals in Banking, NBFCs, Business Correspondents (BC), and Co-Lending models. Expert in microfinance, MSME, agriculture, vehicle, warehouse and project finance. Proven leadership in strategy, compliance, IT systems, HR, and fundraising. Served on the Board of MFIN (an SRO recognised by RBI) and chaired committees in the BC Federation of India. Frequent speaker and thought leader in the financial inclusion ecosystem. Recipient of prestigious awards such as 'Rural Champion of India-2019' by Economic Times and 'EGMP Achiever' from IIM Bangalore Alumni. Widely connected with academia through lectures and recruitment across 40+ business schools. His educational background includes a B.Sc. in Agriculture, a PGDBM, and an Executive General Management Program from IIM Bangalore.



Dr Ajay Kumar Sood
DMD
NABARD

Dr Ajay Kumar Sood is the Deputy Managing Director of National Bank for Agriculture and Rural Development (NABARD), an apex government institution dedicated to agriculture and rural development in India.

Dr Sood earned his PhD in Agricultural Economics and possesses extensive experience in agricultural development and rural banking. Throughout his long tenure at NABARD, where he has served in various capacities, Dr Sood has made significant contributions to rural and agricultural infrastructure development, strengthening of rural financial institutions, and promotion of grassroots and community groups. His efforts have been instrumental in creating a conducive ecosystem that fosters inclusive development.



Ms Ritu Singh

Deputy Editor
CNBC-TV18

Ms Ritu Singh is Deputy Editor at CNBC-TV18, where she leads coverage of India's financial sector, corporate developments, and macro-economic policy. With over 14 years of experience in broadcast journalism, she has established herself as a sharp and credible voice on banking, markets, and the economy.

At CNBC-TV18, Ms Ritu regularly presents evening business bulletins that break down complex financial stories for a broad audience. She is also known for her in-depth coverage of RBI policy decisions and her incisive interviews with industry leaders, policymakers, and global business figures. Ms Ritu hosted the flagship show *Mad About Markets*, designed for India's new-age investors, which has won multiple awards.

Ms Ritu also co-hosts *Startup Street*, CNBC-TV18's daily show dedicated to India's dynamic startup ecosystem, bringing viewers the latest developments and conversations shaping entrepreneurship in the country.

Over the years, Ms Ritu has reported on defining moments in India's economic landscape and interviewed influential voices from industry, policy, and global business. Her contribution to business journalism has been widely recognised—she was named among *exchange4media's Top 40 Under 40 English News Journalists in India*. Beyond anchoring, she frequently moderates panels on finance, fintech, and policy, bringing clarity and perspective to conversations shaping India's growth story.

An Economics graduate from Shri Ram College of Commerce, Delhi, with a postgraduate diploma in Broadcast Media from the Asian College of Journalism, Chennai, Ms Ritu combines academic grounding with newsroom expertise, making her one of the most trusted editorial voices in Indian business journalism today.



Mr Ashish Kumar
CGM
PFRDA

Mr Ashish Kumar is working as a Chief General Manager at the Pension Fund Regulatory and Development Authority (PFRDA), with over 14 years of experience in the Pension sector. He has more than 32 years of experience in the Financial Services sector.

Currently, he serves as the Head of Department (HoD) of Regulation and Supervision, overseeing Points of Presence and Retirement Advisers, who are involved in the distribution of NPS and APY. He is also the HoD of the Department of Distribution of NPS in the Agri and allied sector, Rural-based nano units.

Previously, his portfolio entailed the handling of the Promotion and Development-Atal Pension Yojana (APY) as HoD. He has also served as a Director on the Board of the National Centre for Financial Education (NCFE), Mumbai, for 5 years.

Before joining PFRDA, he worked in the Banking sector for 18 years. He is a postgraduate in Economics, holds a Postgraduate Diploma in Financial Advising (PGDFA), and is a Certified Associate of the Indian Institute of Bankers (CAIIB) from the Indian Institute of Banking & Finance, Mumbai.



Mr Manoj Gulati
Regional Director- South Asia
Water.org

Mr Manoj Gulati has 28 years of experience in IT, supply chain management, and development, spanning both India and the USA. He has previously served as Senior Director for SE Asia and Country Director for India at Sight Life. Previously, Mr Manoj was associated with the international advisory firm Gartner Inc. Mr Manoj is a Member of the Steering Committee of the India Sanitation Coalition, FICCI, New Delhi, and chairs the Credit Financing Taskforce. He pursued his MBA from the Fuqua School of Management, Duke University.



Ms Suparna Tandon
CEO
NPS Trust

Ms Suparna Tandon is a highly accomplished leader in the financial services sector, boasting an illustrious career spanning over three decades. She currently serves as the CEO of NPS Trust, where she oversees more than ₹15 trillion in pension assets and is responsible for implementing the Unified Pension Scheme (UPS), ensuring transparent fund management, and addressing subscriber queries and grievances.

Her previous experience includes pivotal roles in NABARD, the country's largest All India Financial Institution, where she contributed to significant business growth and headed departments such as the Department of Climate Finance, the Department of Strategic Investments, and Risk Management. She has an excellent track record as Managing Director of NABSAMRUDDHI Finance Limited (a Subsidiary of NABARD).

Her career reflects deep expertise in lending operations, portfolio management, and strategic decision making, risk & P&L management, corporate governance, and business restructuring. She has a proven record of leading teams to success, fostering innovation, and implementing robust corporate governance frameworks. She has also represented NABARD as a nominee director on the boards of MCX and AMC Repo Clearing Limited, establishing strong collaborations with national and international organisations, including the RBI, KfW, GIZ, and SDC, and negotiating substantial international loans and assistance.

She has been awarded gold medals in both Master's (Economics) and in Executive MBA.



Mr Vivek Tiwari
Chairman, MD & CEO
Satya MicroCapital Limited

Mr Vivek Tiwari is a distinguished leader in India's BFSI sector with over two decades of expertise in Microfinance, Risk Management, Financial Inclusion, and Strategic Planning. As the Founder, Managing Director & CEO of SATYA MicroCapital Limited, he has built the institution into a new-age, people-centric microfinance company dedicated to empowering women and strengthening the national economy. Under his visionary leadership, SATYA has expanded to over 830 branches across 26 states, serving more than 14 lakh women entrepreneurs and managing a total lending of over ₹25,000 crore.

Mr Vivek's mission is to empower 10 million households by 2030 through affordable credit and entrepreneurship opportunities. He also serves as Director of SATYA Micro Housing Finance Pvt. Ltd., which has achieved ₹307+ crore in AUM, and as Founding Director of SATYA Shakti Foundation, driving impactful initiatives in sanitation, health, education, and empowerment. His integrated approach across these institutions reflects his commitment to holistic, sustainable community development.

Recognised for innovation and social impact, SATYA has earned accolades such as the "Digital Lending for Rural India" award at the 9th BFSI CXO Awards 2025 and "Changemaker" recognition by Palo Alto.

An alumnus of the Institute of Engineering and Rural Technology, Allahabad, with a PGDRM in Rural Development and Management, Mr Vivek Tiwari continues to drive inclusive growth and financial empowerment across India.



Mr Shailesh Kumar Singh IAS
Secretary
Department of Rural Development, Government of India

Mr Shailesh Kumar Singh is a 1991-batch IAS officer of the Jharkhand cadre, currently serving as the Secretary of the Department of Rural Development, Government of India. In this role, he is responsible for comprehensive policy-making, with a focus on eradicating poverty and creating sustainable employment and livelihood opportunities in rural areas.

His career includes holding several key positions in both state and central governments, such as Joint Secretary in the Ministries of Urban Development and Coal, Principal Secretary for Higher & Technical Education in his cadre state, and Additional Secretary in the Ministry of MSME. He holds a B.Tech. in Electrical Engineering from IIT Kanpur and a Master's in Public Administration with a focus on International Development from Harvard University.



Mr Anil Kumar S.S.

CEO
SKDRDP BC Trust

Mr Anil Kumar holds an MBA from the Department of Business Administration, Mangalore University, Mangalagangotri, and has qualified for the UGC-NET (Management) and JAIIB examinations. He began his professional journey with Vijaya Bank in 2007 as a Probationary Assistant Manager at the Belagavi Main Branch.

During his tenure, he underwent IT admin training at Infosys and contributed to the migration of branches to the Core Banking Solution (CBS). Demonstrating commendable performance, he was elevated directly from Assistant Manager to Senior Manager within five years and served in the Human Resource Department at the Bank's Head Office, handling training, recruitment, and correspondence with the Board, Parliamentary Committees, and other external agencies. With over six years of experience as Branch Head across three different branches, he has built a strong foundation in leadership and operational management. After serving Vijaya Bank for nearly 13 years, he transitioned to SKDRDP BC Trust in 2020 and has been serving as its Chief Executive Officer since June 2024.



Mr N Srinivasan

Development Finance and Livelihoods Expert

Mr Narasimhan Srinivasan has over four decades of experience in development finance and rural livelihoods, including a 30-year career with RBI and NABARD. For the last eighteen years, he has worked as a consultant and in governance roles. His expertise lies in the design and evaluation of development finance policies and rural livelihood projects, both in India and internationally. He is a noted author, having penned annual State of Sector reports and books on agricultural finance and the SHG movement. He provides expert advice to organisations such as the World Bank and ADB, and currently serves as an independent director and board adviser to various voluntary organisations and financial institutions.



Dr Arvind Virmani

Member
NITI Aayog

Dr Arvind Virmani is an Hon'ble Member of NITI Aayog. He specialises in policy & institutional reforms for sustained, fast, inclusive economic growth.

He is a macroeconomist who has bridged the gap between academics, think tanks and policymakers, through research-based policy advice and policy-oriented research. He played a prominent, professional, and advisory role in the economic reforms of the 1990s and 2000s, including reforms in Income Tax, Import Tariff & Trade, Foreign Exchange, the Financial Sector & Expenditure Policy.

He was the founder Chairman of the "Foundation for Economic Growth and Welfare" (EGROW) and President of the Forum for Strategic Initiatives (FSI, Delhi). He has earlier served as Executive Director at the IMF, Chief Economic Advisor to the Ministry of Finance, and Principal Advisor to the Planning Commission.

He was the Director & Chief Executive of ICRIER and has published over 60 Journal Articles, books, and chapters, as well as more than 100 Working and Policy Papers in Macroeconomics, Growth, tax and tariff reform, foreign exchange, International Relations, and National Security Strategy.

He was a member of the TRAI, a mentor (Public Policy & Economics) to FICCI, and a Member of the Technical Advisory Committee on Monetary Policy, RBI.

His experience in the Finance Sector includes: Chairman, Board of Trustees of SBI Mutual Fund, Director of LIC, Member of SEBI Appellate Tribunal and Depositories Act, Member of the Board of Trustees at UTI and Director in PNB, Allahabad Bank and EXIM Bank.

His Think Tank experience includes: Member, Board of Governors in CPR & RIS, Non-resident Sr. Fellow in Brookings Institution, USA, Affiliate Professor & Distinguished Sr. Fellow in George Mason University, USA.



Dr Charan Singh
CEO and Founder Director
EGROW Foundation

Dr Charan Singh is the CEO and Founder Director of EGROW Foundation. He was also the Non-Executive Chairman of Punjab & Sind Bank in two stints - May 2018 to May 2021 and November 2022 to November 2024. He continues to pursue his academic interests by regularly teaching courses on Macroeconomics, Monetary Policy, Global Economics (Including International Finance), and contemporary issues in the Indian Economy at IIM Visakhapatnam and IIM Rohtak. Earlier, he also taught a course on International Finance at UCLA Anderson, LA, in 2018 (April to June).

Earlier, he was the RBI Chair Professor of Economics at the prestigious Indian Institute of Management Bangalore, India; Senior Economist at the IMF, Washington DC (August 2009-December 2012); and Research Director (Economic Policy, Debt Management 1997-2009) at the RBI, where he joined as Research Officer in the economics department in 1984. He started his career in 1983 as a management trainee in Punjab National Bank. Among other positions, Dr Singh served on the Board of NHB and NABFINS.

His expertise is on Fiscal Policy (especially Market Borrowings, Debt Management); Monetary Policy (especially Public Sector Banks, Interest Rates, Inflation Targetting); Financial Markets (especially Money Market, Financial Inclusion) and he has worked extensively on issues like External Trade, International Reserves, Global Hunger Index, Old Age Pension, other development issues related to India's Growth and Public Policy.

Dr Singh has published extensively and has two academic books to his credit, one published by Springer and the other by Cambridge. He has also made significant contributions to the public domain through his writings in professional journals. He also contributes in discussions on current affairs in leading newspapers and important TV channels.

Dr Singh completed M.Phil in Applied Economics from JNU, Delhi and PhD in Economics from the University of New South Wales, Sydney in 1997. He followed it up with postdoctoral studies at the Department of Economics, Harvard University, from August 2003 to August 2004, and at Stanford University from August 2004 to January 2006.



Ms Smriti Sharan IPoS

Joint Secretary

Ministry of Rural Development, Government of India

Ms Smriti Sharan is an IPoS officer of the 1993 batch, currently serving as Joint Secretary in the Ministry of Rural Development. In this role, she oversees the National Rural Livelihood Mission (DAY-NRLM), which focuses on poverty alleviation and empowering rural women through sustainable livelihoods and financial inclusion.

Her experience includes senior roles such as Deputy Director General in the Department of Posts, Chief Vigilance Officer in a public sector enterprise, and Director in the Ministry of Agriculture & Farmers Welfare, where she handled cooperation and farmers' welfare.

She is also actively involved in community service as a member of CARUNA, where she helped set up a country-wide hunger helpline during the COVID-19 pandemic, and previously supervised the operation of crèches in Central Delhi.



Mr R Inigo Arul Selvan

CGM

DMFI, NABARD

Mr R Inigo Arul Selvan is currently serving as the Chief General Manager with the NABARD at their Head Office in Mumbai bring with him more than Twenty-six years of experience working with the apex development bank in Project Appraisal, Infrastructure Financing, District Credit Planning, Rural Development, Consulting Services, Board Secretaries and HR.

He has served in different capacities in the states of West Bengal, Karnataka, Andhra Pradesh, Telangana and Tamil Nadu and at NABARD Head Office located in Mumbai. He has served as Nominee Director on the Board of Chaitanya Godavari Gramin Bank.

Mr Selvan is a postgraduate in Agricultural Sciences and a Certified Associate of Indian Institute of Bankers. He also holds an MBA degree in Financial Services Management.



Ms Madhu Khetan

Integrator
PRADAN

Ms Madhu Khetan's 34-year career with PRADAN demonstrates how women's collectives can drive transformative rural development in India. Her approach extends beyond economic empowerment, creating platforms where marginalised women develop leadership skills, foster solidarity, and gain the agency to engage with power structures.

Her recent focus on empowering young women economically demonstrates a strategic adaptation to generational change, opening up pathways for education, employment, and entrepreneurship. Through her leadership of PRADAN's partnership with the National Rural Livelihoods Mission, she's scaling grassroots innovations while maintaining community ownership through member-managed Cluster Level Federations.

Ms Madhu's work exemplifies how sustainable development emerges when communities build their own capacity to engage with markets, governance, and institutions— influencing broader conversations about participatory development across India.



Mr Amit Arora

Senior Rural & Agri Finance Specialist
The World Bank Group

Mr Amit is a commercial banker turned development finance specialist, working with the World Bank Group since 2016. Having started his career with a banking start-up called 'ICICI Bank' in 1996, Mr Amit Arora has worked for over 28 years now across the financial sector spectrum from commercial banking to capital markets to development banking, including stints with IndusInd, IDBI & Axis Bank. Over the last 15 years, as a development banker, Amit has worked as a Senior Rural Finance Specialist with the German Development Corporation (GIZ), focusing on Rural Cooperatives, Agricultural Finance, and Digital Financial Inclusion, before joining the World Bank Group in 2016. Presently, Mr Amit is part of several projects at the World Bank Group, including IFC, with a focus on Digital Financial Inclusion, agri finance, and enterprise financing for the new-to-credit (NTC) segment, wherein women's centricity is a common thread.



Mr Vinayak Shukla
General Manager - SME Banking
Bank of India

Mr Vinayak Shukla is a seasoned banking professional with over 27 years of service at Bank of India. He has risen through the ranks from Officer to General Manager, with extensive experience across credit, mid-corporate banking, retail operations, and zonal management.

He has successfully led multiple branches and zones, including key roles as Zonal Manager - Jodhpur Zone, Deputy General Manager - Large Corporate Branch, Mumbai, and now heads the SME Banking Department at the Head Office.

An alumnus of M.Sc. with professional qualifications in CAIIB, JAIIB, ADVANCED MGMT PROG in Banking and Finance, Mr. Shukla has also undergone several executive training programs in leadership, credit risk, compliance, and digital banking at reputed institutions such as the Administrative Staff College of India and Management Development Institute.

Known for his focus on strategic credit management, Large Corporate Credit, SME growth, Mr. Shukla brings a balanced blend of operational expertise and visionary leadership.



Dr. Saibal Paul
Deputy Director
Sa-Dhan

Dr Saibal is a Packard Foundation fellow and doctorate in social finance, trained in Harvard Business School. He has more than two decades of working experience in India and Africa. His expertise is in policy research and advocacy, product development and capacity building of the microfinance sector. As Deputy Director of Sa-Dhan, he leads the team of Policy, Member Engagement & Industry Building. He works very closely with regulators, ministries, lenders, and resource agencies. Along with other activities, Dr Saibal builds up larger associations with different think tanks working across the globe, to strengthen the microfinance sector of India. He delivers lectures in Universities and contributes articles related to development finance in journals and newspapers.



Mr Rajat Agarwal

Chief Business Officer - Enterprise and Financial Assets
PayNearby

Mr Rajat Agarwal is the Chief Business Officer - Enterprise and Financial Assets at PayNearby. Mr Rajat brings over 16 years of extensive experience in Product Management, digital channels, business development, and Ecosystem Banking. He is an accomplished business leader and a start-up specialist who has been an active member of the leadership team, formulating and executing strategies for building new businesses and re-engineering existing ones.

At PayNearby, Mr Rajat is responsible for building and scaling the enterprise business, managing strategic partnerships, and identifying and developing alternative channels for PayNearby's offerings to achieve long-term business excellence. He also specialises in creating technology enablers to bring efficiency and smoothness in business operations while developing and managing high-performance teams to execute the strategy and bridge the gap between blueprint and results.

Mr Rajat's strategic vision and relentless efforts were pivotal in PayNearby winning the Best Cash Management Solutions - Fintech award at the BFSI Leadership Awards 2022 and at the NBFC and FinTech Excellence Awards 2023. Earlier, he was instrumental in building and scaling the Liabilities & Payments portfolio for various institutions, including YES Bank, IDFC Bank, and Aditya Birla Payments Bank.



Mr Vishal Goyal

General Manager
National Housing Bank

Mr Vishal Goyal is General Manager of the National Housing Bank, India. Mr Goyal has over 30 years of experience at the National Housing Bank (NHB). He is presently heading the Credit Monitoring & Market Research Consultancy & Policy Department. In the past, he has headed various departments at the Bank, including Refinance & Project Finance, Business Planning & Promotion, Corporate Communications, and Training. He has led various product development and international partnership initiatives, in addition to knowledge and development efforts at NHB, in collaboration with global and national partners, to drive growth in the housing finance sector in India. He has also headed the Secretariat of the Asia Pacific Union for Housing Finance (APUHF) on behalf of the NHB.

He holds a Master's degree in Business Administration from the Faculty of Management Studies (FMS) at the University of Delhi.



Ms N. Neerja
Managing Director
NABFINS

Ms N Neeraja, Chief General Manager, NABARD & Managing Director, NABFINS and Key Managerial Personnel joined NABARD in 1992 and has worked in various capacities. During her 32 years of service in NABARD, she has worked in its Regional Offices at Hyderabad, Bhubaneswar, Bhopal and Chennai and in its Head Office at Mumbai. She has varied experience covering business functions, grant support for developmental initiatives, managing HR and Refinance. She is a Postgraduate in Applied and Analytical Economics, a certified Associate of the Indian Institute of Banking and Finance and holds a Diploma in Management.



Mr Deo Shankar Tripathi
Executive Vice Chairman
Aadhar Housing Finance

With over five decades of distinguished leadership in Banking and Housing Finance, Mr Deo Shankar Tripathi has been pivotal in shaping the financial landscape, with a career marked by a deep commitment to inclusive growth.

As the CEO of Aadhar Housing Finance Ltd., he transformed the company from a regional entity into one of India's largest Low-Income Housing Finance Companies. In his current role as Executive Vice Chairman, he mentors emerging leaders and drives strategic initiatives. His leadership philosophy is rooted in Passion, Hunger, and Discipline. He holds several certifications, including from the Indian Institute of Bankers, and has completed international programs in Germany, Ireland, and with Kellogg's Institute of Management in the USA. A respected industry voice, he brings a wealth of experience, vision, and human-centric leadership to every endeavour.

**Mr Patrick McAllister**

Director Financial Policy and Regulation
Terwilliger Centre for Innovation in Shelter

Mr McAllister is a global expert in housing finance and financial inclusion, with over 20 years of experience across public, private, and non-profit sectors. He currently leads strategy at TCIS to strengthen the policy and regulatory environment for affordable housing finance investment. His past roles include Asia Director at Habitat for Humanity, where he developed innovative housing finance solutions across South and Southeast Asia, including new corporate structures, investment vehicles, microfinance and savings products, and advisory services tailored to underserved markets.

He was also the founder of a consulting firm advising clients such as the Gates Foundation, Citi, and the World Bank. His work spans Europe, Africa, Asia, and the Americas, and he holds degrees in Economics and Development Studies, as well as certifications from Wharton and the Frankfurt School.

**Mr Naresh Kumar**

COO
NCGTC

Mr Naresh Kumar is the Chief Operating Officer (COO) of the National Credit Guarantee Trustee Company (NCGTC), a role he assumed in October 2024, bringing over 25 years of diverse experience in financial, development, and rural finance.

His educational background includes a Postgraduate degree in Agriculture, a PGDBA, and a program from IIM Lucknow, complemented by certifications from IIBF and III. Before his current role, he served as Deputy Managing Director in an NBFC-MFI. He held senior leadership positions at several major banks and NBFCs, including as Chief Business Officer and Head of Rural Business.

Throughout his career, he has been instrumental in driving business transformation, developing holistic strategies focused on financial inclusion and accelerating lending to MSMEs and the agricultural sector, aligning with the national vision of Viksit Bharat 2047.



Mr Deepak Kumar Srivastava

Head- Partnership Distribution & Emerging Markets
M-Swasth

Mr Deepak Kumar Shrivastava, Head - Partnership Distribution & Emerging Markets at M-Swasth, is a dynamic leader with over 21 years of experience across FMCG, FMCD, Telecom, and Technology sectors. Having held key roles at Tata Teleservices, Samsung, Hero Cycles, and Srei Sahaj eVillage Ltd., he brings deep expertise in scaling businesses and forging impactful partnerships. At M-Swasth, Mr Deepak drives strategic collaborations and revenue growth through NBFCs, PSBs, and Affinity Channels. An alumnus of IIM Kashipur and FMS, CMM Jabalpur, he is known for his ability to transform vision into measurable results, particularly in expanding markets and driving inclusive growth.



Ms Hamsini Karthik

Banking Editor
Money Control

Ms Hamsini Karthik is a seasoned business journalist with over a decade of experience covering India's financial sector. Currently based in Mumbai, she writes on banking, finance, and corporate strategy, offering sharp insights into the evolving dynamics of India's economy. Known for her nuanced reporting and analytical depth, Ms Hamsini has built a reputation for breaking down complex financial developments into clear, accessible narratives.

Her work often focuses on banking reforms, regulatory trends, and the intersection of finance and policy, with a keen eye on how these shifts impact both institutions and consumers. Over the years, she has interviewed top industry leaders and tracked the transformation of India's private and public sector banks through cycles of growth, crisis, and consolidation.

Before specialising in banking and financial services, Ms Hamsini reported on corporate earnings, governance, and market trends, developing a firm grounding in the broader business landscape. Her writing is distinguished by its balance of clarity and critical insight, making her a respected voice among readers and peers in the field of financial journalism.

With a commitment to factual precision and narrative clarity, Ms Hamsini continues to make meaningful contributions to the public understanding of India's financial system and its key players.

**Mr Inderjit Camotra**

MD & CEO
Unity Bank

Appointed as the first CEO of Unity Bank, founded by Bharat Pe & Centrum Group, Mr Inderjit Senior Banker with 24 years across Standard Chartered, ANZ, Citibank & NBFC startup Centrum. Robust technical strengths, shaped with a B.Tech from I.I.T. Delhi, followed by an M.B.A. from New York, have helped build a career in Lending to Multinational companies across America, Australia and Asia, and SMEs in India.

Mr Inderjit is a resource person for Digital Banking, eCommerce and Blockchain. An ardent corporate speaker, connects passionately with Student Bodies across Management Institutes, Industry Conclaves and is a familiar face at Symposiums and Seminars with a clear vision on futuristic innovation.

Passionate traveller, on and off the beaten path, with a fondness for adventure sports and being close to nature. Regularly jams with a rock group, sings & plays the lead guitar for Rock'n'Roll.

**Mr Vineet Chandra Rai**

Founder and Vice Chairman
Aavishkaar Group

Mr Vineet Rai is the Founder and Vice Chairman of the Aavishkaar Group, an Impact Investment Platform dedicated to bridging the opportunity gap for the "Emerging 3 Billion" through an entrepreneurship-based development approach. He believes impact investing can irreversibly change finance. The Group's ecosystem comprises Aavishkaar Capital (impact funds), Arohan (a major microfinance institution), Ashv Finance (an MSME-focused NBFC), and IntelleCap (a global ecosystem builder). Collectively, they manage over \$1.5 billion in assets, employ approximately 9,800 people, and align with 14 of the United Nations' Sustainable Development Goals.

Mr Vineet is a highly decorated figure, receiving numerous awards, including a Lifetime Achievement Award for Excellence in Impact Investing. He is a sought-after advisor, serving on committees for SEBI's Social Stock Exchange, the G20, and has been invited for consultations by India's Prime Minister. Beyond his professional work, he is an Ashoka Fellow and has a personal passion for driving on Indian roads, aiming to cover 50,000 km annually.



Mr Amardeep Singh Samra

Managing Director
Midland Microfin

Mr Amardeep Singh Samra is a visionary leader with over 29 years of experience, renowned for his strategic acumen and commitment to social impact in India's microfinance industry. Under his leadership, Midland Microfin has been transformed into a technology-driven, ESG-focused institution, expanding its presence to 14 states and 2 Union Territories. He has championed the digitisation of processes, the use of data analytics for risk management, and sustainability initiatives like branch solarisation. His customer-centric approach has bolstered financial performance while serving underserved areas.

His expertise is widely recognised; he is an invited speaker at international forums and has received honours such as being named one of the "10 Most Innovative Leaders Reforming Business in 2023." He has also participated in leadership programs at renowned institutions, including the London Business School and Harvard Business School. His dedication continues to inspire the industry and impact millions of lives.



Mr LVLN Murty

MD & CEO
Dvara KGFS

Mr Murty, Managing Director and CEO of Dvara KGFS, brings with him over 31 years of extensive and diverse experience across multiple domains including Sales, Channel Distribution, Strategy, Microfinance, Financial Inclusion, Remittances, Customer Protection, and Capacity Building, particularly for remote rural markets. Throughout his career, he has demonstrated a deep commitment to leveraging technology and innovation to extend the reach of financial services to underserved communities.

Before joining Dvara KGFS, he headed Operations and the Financial Inclusion business at Sahaj e-Village, the largest common service centre agency in India, managing over 28,000 Common Service Centres across six states. In his earlier professional journey, Mr. Murty held leadership and strategic roles with reputed organisations such as IFAPL (managed company of True North), Bharti AXA, ITC IBD, TATA AIG Life, and Indian Express Newspapers (Bombay) Limited.

A firm believer in the power of technology to drive social impact, he has spearheaded several initiatives that used IT as a key differentiator in delivering and servicing financial products at affordable prices, ensuring that financial inclusion translates into real, measurable progress for individuals and enterprises in rural India.



Mr Abhijit Ray
Co-Founder & MD
UC Inclusive Credit

Mr Abhijit has over 31 years of diverse experience in development finance, commercial banking, microfinance and NBFC lending. Mr Abhijit is the co-founder and MD of UC Inclusive Credit Pvt. Ltd (UCIC), an NBFC that has provided debt of over Rs. 2750 crores to 300+ startup companies during the last 5.5 years. Mr Abhijit is also the Co-founder and Managing Director of Unitus Capital (UC), which has raised over US\$4 billion of capital for over 200 companies. He played a key role in developing and building the firm's business, particularly in the financial inclusion sector.

Previously, Mr Abhijit was an AGM with the Small Industries Development Bank of India (SIDBI), where he was a key member of the team that played a transformational role in the Indian microfinance space. Mr Abhijit began his career with the State Bank of India (SBI), where he worked in various business areas across six different locations within India. Mr Abhijit has co-authored articles on microfinance and impact investing in international journals and is regularly quoted in leading national dailies in India. Mr Abhijit has a Bachelor's degree in Economics from Kolkata University and is a Certified Associate of IIBF, Mumbai. He attended the School of Applied Microfinance Program in Kenya and the Program on Strategic Leadership for Microfinance at the Harvard Business School.



Mr Shishir Sinha
Associate Editor
Business Line

With over three decades of experience as a business journalist, Mr Shishir Sinha is currently serving as Associate Editor at The Hindu Business Line. Over the years, He has worked with several leading media organisations, including Amar Ujala, Aaj Tak, CNBC Awaaz, and ABP News. Mr Sinha's work spans both Hindi and English, with regular contributions to prominent government publications, including Yojana, Kurukshetra, and Employment News. He also conducts talk shows on economic and financial issues for All India Radio and frequently appears as an expert commentator on Doordarshan (DD).

Academically, Mr Shishir holds a Postgraduate degree in Economics from Banaras Hindu University (BHU) and a Graduation in Journalism and Mass Communication. Alongside his professional work, he is actively involved in academics as a Visiting Faculty at reputed institutions, including the National Academy of Audit & Accounts, Shimla, Indian Institute of Mass Communication (IIMC), New Delhi, Sri Aurobindo Centre for Arts & Communication, New Delhi, India Today Media Institute, Noida, and Apeejay Institute of Mass Communication, New Delhi.



Mr Subrat K Nanda

CGM-IDD

NABARD

Mr Subrat Nanda joined NABARD in 1992 as a direct recruit officer and brings over 34 years of extensive experience across multiple departments within the organisation. His professional journey spans areas such as agricultural project financing, rural infrastructure development, promotion of developmental initiatives, project consultancy, microcredit innovations, and the institutional strengthening of Regional Rural Banks (RRBs) and Rural Cooperative Banks.

With a pan-India perspective, Mr Nanda has developed deep insights into the country's socio-economic diversity, rural ecosystems, and stakeholder dynamics. Having served in several states, including Tamil Nadu, Madhya Pradesh, West Bengal, Odisha, Uttar Pradesh, Jharkhand, and Maharashtra, he possesses a nuanced understanding of rural challenges and the models that can effectively address them.

He is currently heading the Institution Development Department (IDD) in NABARD's Head Office as Chief General Manager. He has successfully implemented computerisation for 63,000 PACS across 28 states, a prestigious multi-stakeholder project, as well as the recently completed Phase IV amalgamation of 26 RRBs.

Now, he is steering some of the prestigious projects, including M-PACS, Cooperation among cooperatives, strengthening of Cooperative banks, strengthening of RRBs, and digital tech innovations in both cooperative banks and RRBs.

The IDD team, under his leadership, is making efforts to strengthen and revitalise Rural Co-operative Banks and RRBs.

**Mr Chitrabhanu K G**

Exec. Vice President & Country Head- Agri, MRBD & Gold
Federal Bank

Mr Chitrabhanu K G is a seasoned banking professional with a rich and diverse career spanning over two decades. With around 25 years of experience in the Bank, Mr Chitrabhanu has traversed a remarkable journey, leaving an indelible mark on various facets of the banking industry. Throughout his distinguished career, Mr Chitrabhanu has demonstrated versatility by working across a spectrum of products, including Retail Liabilities, insurance and investment products, and Collections. In his previous role, Mr Chitrabhanu was overseeing the management of the Retail Assets & Cards portfolio for the Bank.

His commitment to excellence has been evident in his contributions across diverse geographies, having served in key financial hubs such as Mumbai, Delhi, Kolkata, and Kerala. In his current role, Mr Chitrabhanu is responsible for managing the bank's Agri, MRBD & Gold Loan portfolios. Mr Chitrabhanu has completed his Master's in Business Administration. He is also a Certified Associate of the Indian Institute of Bankers. His visionary leadership, coupled with a wealth of experience and academic acumen, positions Mr Chitrabhanu K G as a stalwart in the banking industry.

**Mr Jagadish Babu Ramadugu**

MD & CEO
Pragati Finserv

Mr Jagadish Babu is the Co-founder, Managing Director and Chief Executive Officer of Pragati Finserv, now a part of Northern Arc Capital. Pragati Finserv is committed to building a robust financial inclusion model by offering innovative financial services to underserved segments across the country, with a focus on fostering inclusive growth in rural areas. Previously, he co-founded and led Vaya Finserv, an NBFC-MFI headquartered in Hyderabad, which was built on a strong digital foundation with a focus on deep customer engagement. Under his leadership, Vaya Finserv grew rapidly, establishing itself as a reputed institution within just five years and earning the "Great Place to Work" certification in its third year of operations. Beyond his professional pursuits, he is also the Founder Trustee of Sparsh Hospice Centre, a charitable trust established in 2010 that provides compassionate palliative care to terminally ill patients in a serene and caring environment.



Mr Ajit Singh

Director

PwC

Mr Ajit brings over 25 years of experience and has worked in various management consulting, Finance, and Planning roles. His key focus areas include Business Planning, Business Process Re-engineering (BPR), Cost Optimisation, Analytics and KPI dashboards, Activity-Based Costing, Product and Vertical Profitability, Manpower Assessment, and Project Management. Mr Ajit has worked with various Financial Services clients, delivering high-impact projects for both private and public sector entities. He has worked in engagements across India and the Middle East in Banking and NBFC firms.



Mr Sameer Nagpal

COO

Spice Money

Mr Sameer Nagpal is a visionary leader committed to bridging the digital divide between urban India and rural Bharat. As the driving force behind empowering rural *nanopreneurs* through technology, he enables millions to access digital services and fosters inclusive growth.

With over two decades of experience spanning FMCG, Telecom, and Fintech, Sameer has held leadership roles at prominent companies, including Spice Money, Airtel Payments Bank, Lendingkart, Bharti Airtel, Idea, and Reliance Communications. His diverse experience has refined his strategic and operational expertise, enabling him to deliver exceptional results across various industries. Renowned for his deep understanding of untapped markets, Mr Sameer has a proven ability to design innovative, customer-centric products for underserved rural segments. His strength lies in crafting and executing impactful go-to-market strategies that drive competitiveness, profitability, and long-term sustainability.

A dynamic and adaptable professional, Mr Sameer continues to champion digital and financial inclusion by unlocking opportunities at the grassroots level and steering businesses toward equitable, tech-driven growth.



Mr Tamal Bandyopadhyay

Consulting Editor
Business Standard

Mr Tamal Bandyopadhyay is an award-winning author and a respected columnist, known for his widely-read weekly column, 'Bankers' Trust'. He currently serves as a Consulting Editor with Business Standard and a Senior Adviser to Jana Small Finance Bank.

He is a highly acclaimed voice in finance, recognised as one of LinkedIn's top ten global finance voices for four consecutive years. His influential book, *Pandemonium: The Great Indian Banking Tragedy*, won the Tata Literature Live Award for Best Business Book of 2022. Another of his books, *Sahara: The Untold Story*, is being adapted into an OTT series. He has also contributed to prestigious academic publications on the Indian economy.



Ms Jignasa Morthania

DGM - DoR
RBI

Ms Jignasa Morthania, Deputy General Manager at the Reserve Bank of India, is a seasoned professional with nearly 19 years of experience in the Bank. She is a Fellow Chartered Accountant (FCA) and holds an M. Com, CAIIB, and a Diploma in Banking and Finance. Throughout her career, she has undertaken numerous supervisory and regulatory assignments in various capacities. Currently, as part of the Department of Regulation, she is involved in policy formulation for specialised entities, including Asset Reconstruction Companies (ARCs), Microfinance Institutions (MFIs), and Core Investment Companies (CICs). Before her current role, she spent 13 years supervising diverse regulated entities of the RBI, including large banks, NBFCs, and ARCs.



Mr Kalengada Mandanna Nanaiah

Sector Expert & Member SRO Committee
Sa-Dhan

Mr Nanaiah Kalengada has over 16 years of experience as the CEO and MD of US multinationals in India, specialising in data and technology. He served as the Managing Director of Equifax Credit Information Services and Country Leader for India & the Middle East until his retirement in July 2023. Previously, he served as the founding Managing Director of Pitney Bowes in India for over a decade. He possesses deep expertise in banking, technology, data, and data privacy. Post-retirement, he has taken on roles as an Independent Director at IIFL Samasta and serves on committees for the fintech SRO FACE and the microfinance SRO Sa-Dhan. He recently upgraded his skills by completing a course on Leadership with AI from the Indian School of Business (ISB) in 2024. Under his leadership, Equifax received awards, including 'Best Brands' from The Economic Times, and launched significant industry publications, such as the Microfinance Pulse report, in partnership with SIDBI.



Mr Mukul Jaiswal

Managing Director
Cashpor Micro Credit

Mr Mukul Jaiswal, a Chartered Accountant, has been the Managing Director of CASHPOR Micro Credit for over 15 years, having been associated with the CASHPOR group since 1999-2000. He is a prominent figure in the microfinance industry, currently serving as the Vice Chairperson of Sa-Dhan, an RBI-recognised Self-Regulatory Organisation, where he has previously held roles including Chairperson and Treasurer. Under his leadership, CASHPOR has become the largest not-for-profit Section 8 microfinance institution, having received numerous accolades, including the "2015 Microfinance Institution of the Year Award" for the Asia/Pacific region and the "Inclusive Finance India 2020" award.



Mr Kartik S Mehta
Co-Founder & MD
Pahal Financial Services

Mr Kartik S. Mehta is the Co-Founder and Managing Director of Pahal Financial Services Pvt Ltd., a highly accomplished professional with over three decades of experience in the Indian banking and financial services industry. He is a qualified Chartered Accountant, Cost Accountant, and Certified Financial Planner.

His career spans diverse domains, including corporate finance, retail banking, and agricultural credit. In recent years, he has dedicated himself to microfinance and financial inclusion, working extensively with underserved communities across India. He has also been instrumental in pioneering banking correspondent initiatives, having studied global models in Brazil and South Africa to adapt them for the Indian context. Committed to continuous learning, he has pursued advanced programs in FinTech at IIM Calcutta and strategic risk at IFC. He is an alumnus of the prestigious INSEAD Leadership Programme for Senior Executives. His leadership at Pahal reflects a visionary approach to bridging the gap between traditional finance and inclusive growth.



Mr Raman Aggarwal
CEO
FIDC

Mr Raman Aggarwal is the Chief Executive Officer and a Promoter of the Finance Industry Development Council (FIDC), the representative body for NBFCs in India. With over 33 years of experience, he is a prominent sector representative, serving as a Consultant to The World Bank, an advisor to leading NBFCs, and an Independent Director on the board of Pasiaalo Digital Ltd.

He actively represents the sector as a member of advisory groups to the Ministry of Finance and the Reserve Bank of India (RBI). His contributions have been recognised with awards such as the "Best NBFC Exemplary Leader" and "100 Top Most Influential BFSI Leaders."

He is also engaged in academia, serving on the academic advisory board of IMT Ghaziabad and as a guest faculty at several institutions, including IIM Tiruchirappalli and the Institute of Chartered Accountants of India. He holds a Master's in Urban Planning and is a Fellow Member of the Institute of Directors.



Ms Sugandh Saxena

CEO
FACE

Ms Sugandh Saxena is the CEO of FACE, the RBI-recognised Self-Regulatory Organisation (SRO) for the FinTech sector, where she leads efforts to foster a responsible and robust ecosystem. With over two decades of experience spanning fintech, financial inclusion, and social development, her expertise includes policy advocacy, research, data analysis, standards setting, and customer protection. Before FACE, she spent over a decade at MFIN, where she steered policy advocacy, the SRO function, and helped establish the microfinance sector's credit bureau and employee bureau. She also serves on the Board of the Alliance of Digital Finance and Fintech Associations (AllianceDFA) and has contributed to key RBI committees. She holds an engineering degree from MNNIT, Allahabad, and a postgraduate degree from the London School of Economics. She is a recipient of the Commonwealth Scholarship and a fellowship at Tufts University.



Dr. Haragopal Yandra

Managing Director
NABARD Consultancy Services Private Limited

Dr. Haragopal Yandra completed his graduation from Agricultural College, Bapatla followed by a Doctorate from the Indian Agricultural Research Institute, New Delhi. Additionally, he holds a Post Graduate Diploma in Business Management (Finance) from Symbiosis Institute of Business Management, Pune.

Dr. Yandra began his career at NABARD in 1996 as an officer, where he has since gained extensive experience across various departments and locations in India. His work spans multiple areas, including farm and off-farm sector development, climate change, refinance, risk management, and supervision, all pertinent to NABARD's operations.

His expertise in horticulture has been instrumental in providing valuable insights for preparation of unit costs for investment activities, large-scale project financing and other technical areas requiring specialized technical knowledge. Dr. Yandra has also played a key role in NABARD's refinance business, which supports banks in providing low-cost funds for agricultural and rural development activities. He has also been associated with subsidiaries of NABARD and has marked his participation in various State and Central level technical and banking committees.

Prior to his current role as Managing Director of NABCONS, Dr. Yandra served as General Manager at NABARD's Telangana Regional Office where he oversaw infrastructure finance for State and Central Government, refinance for banks and financial institutions, rural financial institution supervision, start-ups funding and various other critical functions.

Currently, as the Managing Director of NABCONS, Dr. Yandra leads the organization in providing consultancy and advisory services to Government of India, State Governments, and the private sector, focusing on sustainable development and rural growth both within India and Internationally.



Mr Vijay Mahajan
Sector Expert

Mr Vijay Mahajan is a pioneering social entrepreneur and thought leader in the fields of financial inclusion and livelihood promotion.

He co-founded and led PRADAN (1982–87), which has enhanced livelihoods for over two million poor households, and later founded and served as CEO (1996–2016) of the BASIX Social Enterprise Group, supporting over five million households through microfinance, agriculture, skill development, and livelihood services. Since 2018, he has been the CEO of the Rajiv Gandhi Foundation and Director of the Rajiv Gandhi Institute for Contemporary Studies, New Delhi. In 2023, he co-founded the Bharat Jodo Abhiyaan with Shri Yogendra Yadav.

Mr Vijay has also co-founded key sectoral institutions including Sa-Dhan (1999) with Smt. Ela Bhatt, APMAS (2000) with Mr. S.P. Tucker, and MFIN (2009) with other MFI leaders. He has served on numerous government committees, including the RBI Working Group on Lending to the Poor (1996), RBI Task Force on Microfinance (1999), Rangarajan Committee on Financial Inclusion (2007–08), and the Raghuram Rajan Committee on Financial Sector Reforms (2008–09), among others. He was also a part-time member of IRDA (2005–10) and served on the World Bank's CGAP Board (2006–10), later becoming its Chair (2011–13).

Mr Vijay has received several national and international recognitions, including being named among 60 Outstanding Social Entrepreneurs at the World Economic Forum, Davos (2003), Ashoka Fellow (2008), Rockefeller Bellagio Fellow (2017), and the Accion Claugus Award for Innovation in Financial Inclusion (2018). He was also honoured by NABARD and the then Finance Minister Shri Arun Jaitley in 2017 for his contribution to the SHG movement.

An alumnus of IIT Delhi and IIM Ahmedabad, Mr Vijay was a Mid-Career Fellow at Princeton University's Woodrow Wilson School (1989) and was named among the "100 Great IITians" in 2024.



Ms Gayathri L
Senior Solutions Consultant
Bahan CyberTek

Ms Gayathri is a Chartered Accountant and LLB degree holder with over 18 years of experience in the finance industry focusing on regulatory and compliance as her core competence. She has spent the last decade specializing in Temenos core banking solutions, contributing across pre-sales, solution consulting, and implementation roles.

Currently serving as a Senior Presales Manager, Ms Gayathri brings a unique blend of financial, legal, and technological expertise to the table. Her work has supported digital transformation initiatives for financial institutions, with a strong focus on inclusive banking and operational excellence.



Mr Jiji Mammen
ED & CEO
Sa-Dhan

Mr Jiji Mammen has been appointed Executive Director & CEO of Sa-Dhan with effect from June 17, 2022. An industry veteran with over 36 years of experience in microfinance, agriculture and rural development, Mr Mammen was earlier the Managing Director of NABFINS, an NBFC MFI promoted by NABARD. He was the founder MD & CEO of Micro Units Development and Refinance Agency Ltd. (MUDRA), an NBFC formed to support the flagship programme of Govt. of India viz. Pradhan Mantri Mudra Yojana for three years from 2015. He has been CGM at NABARD, heading the regional offices in Rajasthan, Andhra Pradesh and Telengana. Mr Mammen was also the country head of Department of Refinance in NABARD. A post Graduate from the Indian Agricultural Research Institute, New Delhi, Mr Mammen also holds a degree in law and is a Certified Associate of Indian Institute of Banking and Finance (IIBF). He has been a faculty member at Bankers Institute of Rural Development, Mangaluru. He is widely travelled and has attended several international conferences/ seminars.

Sponsors Profile



NABARD

National Bank for Agriculture and Rural Development (NABARD)

The National Bank for Agriculture and Rural Development (NABARD) is India's apex development bank, established in 1982 under an Act of Parliament. Its core mandate is to promote sustainable and equitable agriculture and rural development, serving as a catalyst for rural prosperity and nation building.

Headquartered in Mumbai, NABARD has a strong regional presence with 31 regional offices and 546 District Development Managers (DDMs) across the country. The training institutes located in Lucknow, Kolkata, and Mangaluru are instrumental in the capacity building of the internal staff as well as rural financial institutions across the country and Asia Pacific nations, NGOs, and government officials.

NABARD's endeavour has been to build an empowered and financially inclusive rural India through its goal-orientated initiatives executed under its Financial, Developmental and Supervisory departments. Be it refinance support, district-level credit plans, new development schemes, implementation of GoI's development schemes, providing marketing platforms, skill development, or supervising Cooperative Banks and Regional Rural Banks (RRBs), NABARD has it all under its radar.

Genesis and Purpose

NABARD was set up in response to recommendations by the Committee to Review the Arrangements for Institutional Credit for Agriculture and Rural Development (CRAFICARD), headed by Shri B. Sivaraman in 1979. The need for a specialized institution to oversee and unify institutional credit for agriculture and rural growth led to the transfer of agricultural credit functions from the Reserve Bank of India and the Agricultural Refinance and Development Corporation to NABARD. It operates as a fully government-owned entity dedicated to rural advancement.

Vision and Mission

- **Vision:** Development Bank of the Nation for Fostering Rural Prosperity.
- **Mission:** To promote sustainable and equitable agriculture and rural development through participative financial and non-financial interventions, innovation, technology, and institutional support.

Over the past four decades, NABARD has transformed millions of rural lives through its focused initiatives in financial inclusion, rural infrastructure, agri-business facilitation, and nurturing rural entrepreneurship. It remains at the forefront of crafting developmental stories and enabling inclusive, technology-driven growth in rural India.

For more information, visit <https://www.nabard.org/default.aspx>



Small Industries Development Bank of India (SIDBI) has been established under an Act of the Parliament in 1990. SIDBI is mandated to serve as the Principal Financial Institution for

executing the triple agenda of promotion, financing, and development of the Micro, Small and Medium Enterprises (MSME sector) and co-ordination of the functions of the various Institutions engaged in similar activities. Over the years, through its various financial and developmental measures, the Bank has touched the lives of people across various strata of the society, impacted enterprises over the entire MSME spectrum and engaged with many credible institutions in the MSME ecosystem.

The operations of SIDBI are in line with the aim of Government and focused on empowering the MSME sector. Various initiatives and schemes of SIDBI were aligned both on the financial and promotion & development fronts to enable MSMEs.

SIDBI has been in the forefront in promoting micro finance institutions in India since the mid-nineties. Various credit and non-credit interventions by SIDBI have propelled the Indian MFI sector to be one of the major segments of the global micro finance eco system. Some of the assisted MFIs of SIDBI have graduated to Small Finance Banks leading to critical milestone in the financial inclusion landscape of India.

As an extension of its key role in promoting micro finance segment in the country, SIDBI has now embarked on a journey to further upscale its micro entrepreneurship engagements through individual lending to Bottom of the Pyramid entrepreneurs under PRAYAAS programme in partnership with financial and non-financial intermediaries.

Coverfox

Coverfox is an insurance distribution group dedicated to bringing financial protection to the underserved, ensuring every family has access to the financial security they deserve.

By partnering with leading NBFCs and MFIs, Coverfox has already protected over 5 million lives, reaching grassroots communities often left out of the traditional insurance system. These deep-rooted partnerships make protection accessible where it matters most.

Coverfox's strength lies in its proprietary technology-led distribution, which delivers insurance at scale with speed, efficiency, and transparency. Through digital solutions, Coverfox bridges the last-mile gap, simplifying access for institutions and their customers alike.

Together with leading insurers, Coverfox is co-creating affordable insurance products tailored for the underserved, with prices starting as low as ₹5 per day.

With a mission to insure 100 million households by 2030, Coverfox stands apart as an ecosystem enabler; protecting livelihoods, securing futures, and driving financial inclusion across India.



Svatantra

Svatantra was incorporated in 2012 by Ms. Ananya Birla. It started its operations in March 2013. In a short span Svatantra has emerged as the second-largest MFIs in India with the most differentiated process and technology-driven initiatives. The company offers microcredit at affordable rates in the country. Svatantra has been a first mover and shaper of the industry by being the first MFI with 100% cashless disbursements since inception. The AA- (Stable) rated organization (highest rating in the sector) was awarded the best microfinance organization of the year in 2024 and has been placed in the top 25 best places to work in its segment by globally recognized Great Places To Work (2020 and 2022). In one of the largest deals in the industry, Ananya Birla's Svatantra acquired Chaitanya India Fin Credit and secured the landmark investment of INR 1,930 Crore by Advent International and Multiples PE. With a team strength of over 23,290 and an AUM of over 14,902 Crore, Svatantra is financing the entrepreneurs who are powering India's growth story.



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1. **Vision:** To build a world-class Bank in India, founded with principles of Ethical, Digital, and Social Good Banking.
2. **Scale:** IDFC FIRST Bank is one of India's fast-growing private banks, building its UI, UX, and tech stack like a fintech. As of September 30, 2025, the Bank serves 35 million customers, with a customer business of ₹5,35,673 crore (\$60.4b) comprising customer deposits of ₹2,69,094 crores (\$30.3b) and loans & advances of ₹2,66,579 crores (\$30.0b). Customer deposits grew 23.4% YoY and loans 19.7% YoY. We reach over 60,000 cities, towns, and villages, operate through 1,041 branches.
3. **Scope:** We are a universal Bank offering complete range of services, including Retail, MSME, Rural, Startups, Corporate Banking, Cash Management, Credit Cards, Wealth Management, Deposits, Government Banking, Working Capital, Trade Finance, and Treasury solutions.
4. **Ethical Banking:** We are committed to doing right even when customers are not watching. We have simplified descriptions, calculations, and legal jargon to avoid confusing customers.
5. **Digital Banking:** The Bank's modern technology stack delivers high-quality services across all channels like mobile, branch, internet banking, call centers and relationship managers. Built on **cloud-native, API-led, microservices architecture**, supported with **data, analytics, AI, and fine aesthetics**, we strive to deliver fintech-grade experiences on banking platform.
6. **Social Good:** We work for society. We have impacted over 40 million lives including 3.6 million women entrepreneurs. We have financed over 7.5 million lifestyle improvement loans (for laptops, washing machines, refrigerators etc. that enhance the quality of life of middle class), 2.5 lakh electric 2W and 3W vehicles, 2.7 lakh water, sanitation, and hygiene loans, 2 million livelihood (cattle) loans, and 300,000+ SMEs. On deposits, we provide access of premium investment research, which is usually reserved for the wealthy, even to those holding balances as low as ₹5,000. Our ESG scores are high and improving.
7. **Customer Friendly Banking:** We make banking easy by having a customer first approach. We have waived fees on 36 essential savings account services which are commonly charged in the market, the first and only bank in India to do so. We create "pull" products that customers actively seek out.
8. **Governance:** We adhere to regulatory guidelines in **letter and spirit** and actively work with regulators to make things better. We take pride in maintaining highest levels of corporate governance.
9. **Shareholders:** We are building a **well-diversified universal banking portfolio** designed to deliver **consistent ROE of 16%+**.
10. **Employees:** IDFC FIRST Bank is designed to be a happy place to work, with cutting-edge roles, meaningful growth opportunities, and a culture of meritocracy. Compensation is healthy, efforts are recognized, and employees experience the pride and excitement of creating a world-class Bank in India.

Muthoot Microfin Limited, the microfinance arm of Muthoot Pappachan Group was established as part of business diversification in 2010. Muthoot Microfin Limited achieved the NBFC-MFI license issued by the RBI in 2015. Muthoot Microfin is a pioneer in designing products and services that help marginalised and vulnerable communities meet their life cycle needs in a timely, transparent, and affordable manner. Muthoot Microfin addresses the economically active women residing in rural and urban slums and empowers them to achieve financial mobility. Muthoot Microfin offers financial assistance to women, for whom mainstream financial services are unreachable, and help them come out of poverty. Muthoot Microfin has been an economic driver at the grassroots level in India since its establishment and has significantly contributed to the radical economic realignment in poor households. In November 2009, the RBI envisioned bringing financial assistance to every village in India through business correspondence or facilitators. Committed to the institution's philosophy of serving the underserved, Muthoot Microfin has been operating in line with the greater goal of financial inclusion by the Government of India. Muthoot Microfin has been actively serving the communities and emerged as the largest microfinance NBFC in Kerala and India's 2nd largest MFI operation. The total loan disbursement of the division shoots over ₹50,985 crores for women entrepreneurs. The operations are extended to 1,726 branches in 21 states and UT, with a rapidly expanding pan-India presence.

Muthoot Microfin holds the powerful mission high, to transform the lives of 10 million households by 2030, providing innovative financial solutions that enable economic independence, enhance livelihoods, and promote social equity. Muthoot Microfin's signature products address the difficulties faced by aspirant women entrepreneurs to excel in their regime, through Income Generating Loans and Sanitation Improvement Loans. Muthoot Microfin has been innovative in its strategies, invested in technologies and information systems and effectively monitors performances on a real-time basis. It employs advanced analytics and technology-driven tools to monitor, evaluate and mitigate the risks. It educates its clients about financial stability and borrower disciplines in repayment through skill training sessions. By integrating technology with collection practices, Muthoot Microfin set a new standard in the history of MFIs. It also introduced fraud-finding techniques and automation of processes. As a part of its consistency in innovative strategies, it upgraded the server for controlling operating costs, streamlining processes and large-scale data management while also developing a robust system to extract daily data reports. The credit bureau data submission and check on the clients have been contemporary and futuristic in regulating the performance. Mahila Mitra, an exclusive mobile application was introduced to make the process smooth and swift, which is actively used by over 1,845,000 customers. Muthoot Microfin's high standards of disclosure, compliance, corporate governance, risk management and audit quality are second to none. Its unwavering commitment towards asset quality remains as strong as ever. Through proactive risk mitigation strategies and effective underwriting, it maintains exceptional portfolio quality, operational success and resilience.

Muthoot Microfin's success is ultimately measured not only by financial metrics but also by the positive social transformation it facilitates. It firmly believes in the power of sustainability. Sustainability is a core principle reflected in its strong ESG policies and practices. The natural calamity insurance coverage NatCat facilitated by Muthoot Microfin enabled faster claim settlement for customers who were adversely affected, offering peace of mind in challenging times and rebuilding their lives without undue hardship. Muthoot Microfin has been providing comprehensive care to children in over 13 states in India, including speech therapy, nutrition support, and free cleft surgeries. It supported pediatric cancer patients, offered general treatment support and improved public health infrastructure. Additionally, its housing scheme has delivered several newly built houses to the needy. Through e-clinics established within its branches, Muthoot Microfin facilitated simple and affordable healthcare solutions in communities where quality healthcare wasn't available. Aligning its business strategies with technological advancements, organizational growth, and a holistic Environmental, Social, and Governance (ESG) approach, Muthoot Microfin Limited continues to create long-term value and lasting impact in the communities it serves.



Founded by Kamesh Goyal in 2016, Go Digit General Insurance Limited is a publicly listed general insurance company and is one of the leading new-age insurance companies in India. It leverages its technology to power what it believes to be an innovative approach to product design, distribution and customer experience for non-life and health insurance products. Some of the promoters of Go Digit General Insurance Ltd are Go Digit Infoworks Services Pvt. Ltd and FAL Corporation. With its registered office in Pune and corporate office in Bengaluru, Digit Insurance is one of the first non-life insurers in India to be fully operating on cloud.

Digit Insurance won the General Insurance Company of the Year Award 2024 at the prestigious Asia Insurance Industry Awards 2024, Singapore. The Company is also part of the Fortune India 500 List 2024 (Ranked 312) and Business Today BT500 List 2024 (ranked 229th out of 500 most valuable companies). It was ranked 5th at LinkedIn 2024 Top Companies to Work for and is also a certified Great Place to Work for five years in a row.

The Company offers motor insurance, health insurance, travel insurance, property insurance, marine insurance, liability insurance and other insurance products, which the customer can customize to meet his or her needs. Digit Insurance, through its tech-enabled process, focuses on product innovations to help satisfy real unmet insurance needs.



Unity Small Finance Bank Limited is a Scheduled Commercial Bank, promoted by Centrum Financial Services Ltd. (Subsidiary of BSE & NSE listed - Centrum Capital Ltd.) with Resilient Innovations Pvt Ltd as a joint investor. Driven by its mission to have the highest standards of Corporate Governance, Unity Bank has in place a strong Board comprising of industry veterans. It offers services across Consumer Banking, Business Banking, Inclusive Banking, Digital Banking, SME & Transaction Banking and Treasury Services. The Bank endeavors to offer comprehensive banking services, along with ease of accessibility, reach and speed, using a combination of advanced technology and expert banking services for a superior customer experience.



Sri Kshethra Dharmastala Rural Development Project [®] started its journey in the year 1982 and since last 42 year, it is serving to the rural people for their socio economic empowerment. As one of the largest charitable Trust of the nation SKDRDP[®] is undertaking BC services with the moto of financial empowerment of women, poor people, and the framers of the rural area through Self Help Group movement. As a charitable trust, SKDRDP[®] utilizes its income from the BC activity to meet the operational expenses and income surplus will go back to the society through various charitable activities.

Dr D Veerendra Heggade, Dharmadhikari of Shree Kshethra Dharmastala is well known as philanthropist in the country has undertaken various charity work for the welfare of the people and society. SKDRDP[®] is one of his dream projects for the service of the poor people, rural women and farmers.

Now, SKDRDP[®] is the largest institutional BC in the country and serving as BC/BF for 6 major bank of the nation. SKDRDP BC Model has been appreciated by esteemed NABARD and many external institutions are trying to adopt this model to bring economic prosperity in their respective states.

SKDRDP[®] is successfully managing 6.16 lakhs groups consisting 53 lakh members. In view of effective handholding of each member and group SKDRDP is having the largest work force with 45000 efficient workers. Proper training and skill development have been provided to all the staff members as and when required through its own training centres.

SKDRDP[®] has inhouse technology platform for SHG management. The IT infrastructure is certified with ISO-27001 for data protection, utilise and storing data for internal management and applications.



CASHPOR MICRO CREDIT

We are delighted to announce **CASHPOR Micro Credit (CMC)**, a Not-for-Profit **NBFC-MFI**, as the **Co-sponsor** for the Sa-Dhan National Conference on Inclusive Growth 2025. Established in 1996 by **Prof. David Sprague Gibbons**, CASHPOR has emerged as one of India's most trusted and impactful microfinance institutions, devoted to empowering rural women through financial inclusion and social development. For the past fifteen years, under the dynamic leadership of **Mr Mukul Jaiswal**, Managing Director, CASHPOR has remained unwavering in its Mission to uplift women living Below the Poverty Line (BPL) in India's most economically disadvantaged regions.

Headquartered in Varanasi, CASHPOR's operations extend across **eastern Uttar Pradesh, Bihar, Jharkhand, Chhattisgarh, the Bundelkhand region of Madhya Pradesh, and Odisha**, reaching some of the most remote and underserved villages. As of August 2025, CASHPOR has established a robust presence with **over 780 operational branches**, serving as a crucial financial lifeline for rural women who otherwise have limited access to formal financial systems. Its primary approach to poverty alleviation is through the formation and nurturing of **Joint Liability Groups (JLGs)** a model that encourages collective responsibility, peer support, and sustainable credit behavior. Over the years, this model has successfully benefitted **over three million women**, helping them start microenterprises, generate income, and achieve financial independence.

However, CASHPOR's commitment extends far beyond microfinance. Recognizing that poverty is multidimensional, the organization has incorporated **health and education initiatives** into its core operational model since 2010. As of **March 31, 2025**, CASHPOR manages **765+ E-Clinics**, providing **over nine lakh health consultations** in the past year alone. These clinics offer accessible and affordable **preventive and primary** healthcare services, including telemedicine consultations by qualified doctors. In addition, **Community Health Facilitators (CHFs)** regularly organize health education sessions during group meetings, focusing on disease prevention, maternal care, and sanitation practices, thus improving community well-being at the grassroots level.

Education remains another cornerstone of CASHPOR's social initiatives. With a growing network of **more than 2,500 tuition centers**, the organization ensures that children of BPL women receive quality supplementary education and academic support. These centers not only enhance learning outcomes but also encourage continued schooling, helping break the intergenerational cycle of poverty.

CASHPOR's efforts have been recognized through numerous prestigious awards, including the '**Best Microfinance Institution of 2012**', the '**True Lift Leader Milestone Awards in 2013**', and the '**2015 Microfinance Institution of the Year**' accolade. Its pioneering work in the **WASH** sector earned the **Inclusive Finance India Award 2020** under the category ***Breaking Ground in WASH Financing***. These recognitions underscore CASHPOR's holistic approach to financial and social inclusion.

Together, **Sa-Dhan** and **CASHPOR** share a unified vision—to empower rural women and their families by fostering sustainable livelihoods, enhancing access to essential services, and promoting inclusive economic growth. As co-sponsors of the **Sa-Dhan National Conference on Inclusive Growth 2025**, both institutions reaffirm their shared dedication to transforming lives and building a more equitable and resilient rural India.

FEDERAL BANK

YOUR PERFECT BANKING PARTNER

Federal Bank has a storied legacy spanning over 90 years, dedicated to serving customers with trust and excellence. The franchise comprises over 1,590 banking outlets and over 2,090 ATMs/CDMs in the country and a growing global presence. With Representative Offices in Dubai and Abu Dhabi, and an IFSC Banking Unit in GIFT City, Gujarat, our reach is truly pan-India and beyond.

Over time, we have strengthened our reputation in NRI and Forex services—channelling more than one-fifth of India's foreign remittances through our network. The Bank has achieved a remarkable milestone by crossing ₹5.33 lakh crore in total business.

Our commitment to customer service is reflected in our 19 million plus and growing customer base—an enduring testament to mutual trust and loyalty. Embracing technology, Federal Bank continues to transform itself while staying true to its core values, offering a wide range of digital products that redefine banking convenience.

Recently, the Bank onboarded its first-ever brand ambassador, Vidya Balan, and launched the campaign 'Savings Ki Vidya', encouraging a culture of savings among people.

At Federal Bank, we practise banking with a human touch—anchored in transparency, ethics, and long-term relationships. Our reputation for fostering genuine connections and conducting business with integrity has earned us accolades across diverse categories, from innovation to outstanding customer service. A few of them include:

Awards & Accolades:

- Infosys Finacle Innovation Awards 2025 for Channel Innovation & Product Innovation
- ESG Champion of India 2025
- 14th Edition of Finnoviti Awards 2025 for SmilePay
- Cyber Security Incident Response Maturity (Winner), Cyber Security Team of the Year (Special Prize) & Cyber Security Compliance Champion (Special Prize) at 4th IBA CISO Summit & Citations 2025.
- The Bank SKOCH Silver Award Feddy, the AI chat bot of Federal Bank in 2024
- Federal Bank has been recognised as the winner in the category of "Best in Robotic Process" at BFSI Excellence Awards
- Fortune India Future Ready organization
- Economic Times Future Ready organization
- "Best in Robotic Process Automation (RPA) Implementation (Private Sector Banks)" at the 5th Annual BFSI Excellence Awards 2024.
- Received Gold rating by Indian Green Building Council
- The Bank clinched four prestigious recognitions in the following categories: 1. Most Transactions Reported 2. Highest Climate Loan Amount Reported 3. Most GHG Mitigated 4. Best Achievement vs Climate Targets

Pioneering Credits:

Federal Bank was one of the first Banks to:

- Get approval to collect Direct and Indirect taxes among Private Sector Banks.
- Go Live in the Account Aggregator Ecosystem from Day 1.
- Launch Feddy "AI based virtual Assistant" on Google Business Messages.
- Launch "24x7" Live agent chat support in WhatsApp.
- Launch fully digital & Instant Virtual Credit Cards.
- Be Equipped with Real Time, State-of-the-Art, customizable remittance systems.

Corporate Social Responsibility

The Bank takes consistent strides in ensuring sustainable development for society, making it socially, culturally and economically empowered. The legacy left behind by our founder Shri K P Hormis is followed by every Federal in their thoughts, deeds and actions.

The focus areas have always been - promotion of education, environmental sustainability, enhancing vocational skills, eradication of hunger, poverty, health, safety and sanitation, rural development etc - all aimed at creating a meaningful socio-economic impact in the lives of the less fortunate and the vulnerable sections of Society.

A few of our impactful CSR activities last year include - Sanjeevani, United against Cancer, education & skill development through Federal Skill Academy, Speak for India, Federal Bank Hormis Memorial Scholarships for Graduate/ Post Graduate Students etc.



"Bahwan CyberTek (BCT) is a global provider of digital transformation solutions. We are a trusted partner to 2200+ customers, including Fortune 500 companies. With deep expertise in Predictive Analytics, Digital Experience, and Digital Supply Chain Management, BCT helps businesses stay agile, competitive, and future-ready."

Established in 1999, BCT has over 4000 associates with technical and domain expertise across the Oil & Gas, Telecom, Power, Government, Banking, Retail and SCM / Logistics verticals. We have delivered solutions in 50+ countries across North America, the Middle East, Far East, Africa and Asia."



Terwilliger Center for Innovation in Shelter

Habitat for Humanity is a movement of people in your local area and around the world, working together to build more prosperous and vibrant communities by making sure everyone has a safe, affordable place to call home. Since our founding in 1976, we have helped more than 62 million people globally build their futures on their own terms through access to decent housing. We've done that by working alongside people of all walks of life to build, repair and finance their homes, by innovating new ways of building and financing, and by advocating for policies that make constructing and accessing housing easier for everyone. Together, we build homes, communities and hope. To learn more, visit habitat.org

About Habitat's Terwilliger Center for Innovation in Shelter

The Terwilliger Center for Innovation in Shelter, a unit of Habitat for Humanity International, works with housing market actors to expand innovative and client-responsive services, products, and financing so that households can improve their shelter more effectively and efficiently. The goal of the Terwilliger Center is to make housing markets work more effectively for people in need of decent, affordable shelter, thereby improving the quality of life for low-income households. To learn more, visit habitat.org/tcis



Midland Microfin Ltd. (MML) is one of India's fastest growing microfinance institutions, committed to transforming lives through financial inclusion, women empowerment, and sustainable rural development. With the vision of creating a financially inclusive India, Midland ensures that underserved households, particularly women, have access to affordable and reliable credit to build sustainable livelihoods and achieve long-term economic independence.

Our Reach and Presence

Operating across 14 States and 2 Union Territories, Midland has built a strong network of more than 500 branches supported by a workforce of over 5,000 employees. Today, Midland is a trusted financial partner to millions of women in rural and semi-urban areas. Every product, service, and initiative is delivered with efficiency, empathy, and accountability, creating lasting impact in the lives of customers and their communities.

Empowering Women, Empowering Communities

At the heart of Midland's philosophy lies the belief that empowering women is key to strengthening households and advancing communities. By providing microcredit, Midland enables women to start small businesses, improve agricultural practices, enhance household infrastructure, and secure better education and healthcare for their families. These efforts increase household income while also fostering women's financial decision-making power, confidence, and resilience.

Building Financial Capability

Midland goes beyond lending by integrating financial literacy and awareness programmes into its services. Borrowers are trained to manage expenses, build saving habits, and make informed financial choices. This holistic approach ensures that customers are not only accessing credit but are also equipped with the knowledge to use it productively and sustainably.

ESG as a Guiding Framework

Midland's operations are rooted in the principles of Environment, Social, and Governance (ESG). On the social front, the company drives initiatives around women empowerment, healthcare, education, nutrition, and skill development. On the environmental front, Midland promotes sustainability by distributing eco-friendly products such as LED bulbs and mosquito racquets, reducing household energy costs while improving quality of life. On the governance front, Midland upholds transparency, ethics, and compliance in all operations, ensuring responsible lending practices and safeguarding the interests of customers and stakeholders.

CSR and Community Engagement

Through its CSR arm, the Midland Foundation, the company actively invests in holistic community welfare. Initiatives include health awareness camps, menstrual hygiene campaigns, nutrition drives, youth and women skill training, and disaster relief programmes. Each intervention is designed to not only address immediate needs but also to strengthen long-term resilience and well-being in underserved communities.

Our Distinct Approach

What sets Midland apart is its ability to balance rapid growth with a deep sense of responsibility. Success is not measured merely by the scale of operations, but by the lives transformed and opportunities created for marginalised communities. Every loan disbursed, every awareness programme conducted, and every CSR initiative implemented contributes to building a more inclusive and sustainable India.

Looking Ahead

With a people-first culture, a strong ESG commitment, and a focus on sustainable growth, Midland Microfin Ltd. continues to pave the way for inclusive development. By enabling millions of rural households to dream bigger, achieve more, and shape a brighter future, Midland reaffirms its mission of transforming financial access into lasting social change.



CRIF High Mark is an RBI licensed credit bureau in India that commenced its bureau operations in March 2011. CRIF High Mark offers Credit Bureau Information and Identification and fraud prevention services. It is India's first full-service credit information company which provides comprehensive credit information for all borrower segments, namely Commercial, Consumer, and Microfinance borrowers. With the databases of individuals and businesses from over 5,000 financial institutions CRIF High Mark provides credit information services and supports millions of lending decisions every month.

CRIF High Mark is part of CRIF S.p.A. a global company headquartered in Bologna, Italy. CRIF is a global company specializing in credit & business information systems, analytics, outsourcing and processing services, as well as advanced digital solutions for business development and open banking. Globally, CRIF operates in 37 countries with more than 10,500 financial institutions and over 600 insurance companies. CRIF's services are used by over 90,000 companies and more than 1,000,000+ consumers.



Chubb is a world leader in insurance, with operations in 54 countries and territories. With one of the largest product portfolios in the global insurance industry, Chubb offers insurance protection to businesses of all sizes, as well as to consumers globally. Chubb is a leader in the embedded insurance market. Its rapidly growing digital business includes more than 200 B2B2C distribution partnerships around the world with major brands across industry verticals such as e-commerce, valuables, gig, fintech/digital banking, travel operators, telecom, mobility, and super apps. Chubb has over 40 million policies in force derived through these digital partnerships, providing the company with an addressable market of over 600 million potential customers.



Dista for MFIs: Location-first Field Force Management for Group & Individual Loan Meetings & Collections

Improve true visits, record km tracking, ensure visit compliance, seamless travel allowance disbursals, and boost market penetration.

Nearly 80% of organizational data carries a location component. The real differentiator lies in how effectively you use it.

Dista is an AI-enabled, low-code/no-code location intelligence platform. By leveraging geospatial data, Dista enables your MFI to drive increased true visits, ensure compliance and increase market penetration.

MFIs in India are on the brink of massive growth and play a critical role in driving financial inclusion for underserved communities. However, scaling operations to keep pace with this growth brings significant logistical and organizational challenges.

MFIs operate in geographically dispersed areas, often with limited infrastructure. Loan disbursement, debt collection, and field force orchestration can be complex to manage. Manual coordination and fragmented systems slow progress, create blind spots, and heighten compliance risks.

Dista changes this

Its location-first field force management platform drives -

- Optimized field force management
- Intelligent route optimization
- Field collections
- Market penetration
- Business expansion
- 100% Compliance

Why Location Intelligence Matters in MFIs

Dista's location intelligence bridges this gap. It helps leaders:

Microfinance operations rely heavily on trust and reach. Field officers often work across rural and semi-urban regions with weak networks and limited infrastructure.

- Verify customer visits with precise geo-tags
- Ensure the right agents reach the right place at the right time
- Identify high-potential or underserved regions
- Optimize travel routes and territory distribution
- Strengthen audit readiness and compliance oversight



Punjab National Bank (PNB), founded on May 19, 1894, stands as a symbol of India's self-reliance and entrepreneurial spirit. Conceived during the Swadeshi movement by visionaries such as Lala Lajpat Rai, Rai Mool Raj, and Sardar Dayal Singh Majithia, the bank emerged from a shared conviction that India needed a financial institution built with Indian capital, managed by Indians, and serving India's economic interests.

PNB began its operations on April 12, 1895, in Lahore with a modest staff of nine and a working capital of ₹20,000. Despite limited resources, the Bank's founders embodied a remarkable spirit of integrity and service, attracting trust from citizens and national leaders alike. Within months, the Bank declared its first dividend, setting the tone for a legacy of sound management and public confidence.

From its first branch in Rawalpindi in 1900 to its resilient performance during the banking crisis of 1913—when many institutions collapsed—PNB earned a reputation for prudent governance. After Partition, the Bank relocated its headquarters to New Delhi in 1947, overcoming immense operational and human challenges while helping rehabilitate displaced account holders. This commitment to people cemented PNB's enduring identity as a "People's Bank."

Through successive decades, PNB expanded rapidly—absorbing Bharat Bank Ltd. in 1951 and Indo-Commercial Bank in 1962—and became one of India's largest nationalized banks in 1969. Its growth reflected India's own economic evolution, blending traditional ethics with technological modernity. PNB was among the first to computerize its branches and install ATMs, further strengthening its service delivery.

Today, Punjab National Bank is a leading public-sector institution with a nationwide network of over 5,300 branches and a growing global footprint across major financial centers. Guided by its vision "to be a strong bank with a commitment to excellence and value creation for stakeholders," and its mission "to provide innovative and customer-centric services for all segments of society," PNB continues to champion inclusive and sustainable growth.

For over a century, PNB has remained true to its founding ideals i.e. national pride, social responsibility, and trust, while evolving into a modern, technology-driven financial powerhouse that continues to empower millions across India and beyond.



Banks of India was founded on 7th September 1906 by a group of eminent businessmen in Mumbai. Grown from a single branch with fifty employees into one of India's premier nationalised banks, symbolising trust, resilience, and service excellence.

Driven by a clear sense of purpose, Bank of India's Mission is to provide superior, proactive, and cost-effective banking services to niche markets globally while promoting developmental banking for small businesses and rural communities. Its Vision is to be the bank of choice-for corporates, medium enterprises, and upmarket retail customers, while championing financial inclusion for the mass market.

With a vast network of over 5,300 branches across India, including specialised branches and 69 Zonal Offices, the bank commands a strong national presence. Internationally, the bank operates in 15 foreign countries across five continents, with 47 branches and offices, including subsidiaries and joint ventures in global financial hubs such as London, Paris, New York, Tokyo, Singapore, Hong Kong, Dubai, and GIFT City, Gandhinagar.

Throughout its journey, the Bank of India has been a pioneer in innovation, became the first nationalised bank to launch a fully computerised branch and ATM network at its Mahalaxmi Branch, Mumbai in 1989, and a founder member of SWIFT in India. The Bank also introduced the Health Code System in 1982, setting new benchmarks for credit monitoring and portfolio evaluation in the banking sector.

Firmly grounded in traditional values yet adaptive to modern reforms, Bank of India blends prudence with progress, technology with trust, and growth with governance. Its long-standing commitment to promoting entrepreneurship, supporting micro and small enterprises, and expanding access to formal finance continues to make a tangible difference in people's lives.



Punjab & Sind Bank is a historic public sector bank in India, founded on June 24, 1908 in Amritsar by Bhai Vir Singh Ji, Sir Sundar Singh Majithia Ji, and Sardar Tarlochan Singh Ji. Established to uplift the underprivileged and support the economic prospects of marginalized communities, the bank has operated for more than a century with a social vision.

In the year 1980, Government of India undertook the second phase of nationalization. Six more Private Sector Banks, including Punjab & Sind Bank, on April 14, 1980, were nationalized.

The bank marked its 118th foundation day on June 24, 2025, signifying its long-standing commitment to financial inclusion and community support. Its corporate office is located in New Delhi, and the bank runs an extensive network of 1610 branches, 988 ATMs, 3 digital banking units, and 2586 business correspondents. This wide delivery infrastructure across 5187 channels demonstrates Punjab & Sind Bank's dedication to ensuring accessibility and convenience for its vast customer base. The organization employs more than 10,000 people (known collectively as P&SB Parivaar), emphasizing a strong workforce committed to the bank's vision.

The bank's business performance, as reflected in the data for HY1 FY2025-26, showcases considerable financial strength. Total business mix is ₹2,41,272 crore, comprised of deposits of ₹1,35,706 crore and advances of ₹1,05,566 crore. The focus on priority sectors, with RAM (Retail, Agriculture, and MSME) advances comprising 55.84% of gross advances, supporting vital components of India's economic structure. Profitability metrics for the period demonstrate the bank's efficient management, with operating profit at ₹1,045 crore and net profit at ₹564 crore. These figures reflect strong operational controls and prudent business practices. Asset quality remains robust, with a Gross NPA of 2.92% and Net NPA of 0.83%, indicating effective risk management and loan portfolio oversight. The Provision Coverage Ratio stands at 91.88%, highlighting a conservative approach to provisioning and risk buffering. The Capital to Risk Weighted Assets Ratio (CRAR) is 17.19%, signifying the bank's sound capitalization and resilience against unforeseen financial shocks.

Guided by our motto, "**Where Service is A Way of Life**," we continuously strive to deliver exceptional customer service and tailored financial solutions for every individual and business.



Axis Bank is the third-largest private sector bank in India. The Bank offers the entire spectrum of financial services to customer segments, including Large and Mid-Corporates, MSME, Agriculture, and Retail Businesses.

Axis Bank is one of the first new-generation private sector banks, having commenced operations in 1994. The Bank was promoted in 1993 jointly by Specified Undertaking of Unit Trust of India (SUUTI) (then known as Unit Trust of India), Life Insurance Corporation of India (LIC), General Insurance Corporation of India (GIC), National Insurance Company Ltd. (NIC), The New India Assurance Company Ltd. (NIA), The Oriental Insurance Company Ltd. (OIC), and United India Insurance Company Ltd. (UIC). Later, the shareholding of Unit Trust of India was transferred to SUUTI, an entity established in 2003. GIC, NIC, NIA, OIC, and UIC have been reclassified from the promoter category to the public category.

This financial year, Axis Bank demonstrated robust growth, innovation, and several 'many-firsts.' The Bank introduced "open by Axis Bank," its digital banking platform offering ~250 features through a modern, user-friendly interface. A unique "One-View" feature on the Bank's mobile app allows customers to manage their finances seamlessly across various banks.

As a pioneer in embracing technological advancements, Axis Bank became the first to implement UPI interoperability on its CBDC App. It introduced digital US dollar fixed deposits (FD) for NRI customers at its IFSC Banking Unit in GIFT City, Gujarat. Additionally, the Bank launched "NEO for Business," a first-of-its-kind digital solution tailored to the new-age banking needs of MSMEs. In partnership with the RBI Innovation Hub, Axis now provides super-fast access to digital KCC and MSME loans.

Axis Bank has made significant strides in adopting Artificial Intelligence (AI). It has rolled out Microsoft Copilot across select user bases and introduced a GenAI-based chatbot for personalized banking experiences and enhanced customer service efficiency.

As on March 31, 2025, the Bank's distribution network comprises 5,876 branches, 13,941 ATMs and cash recyclers, with close to 47% branches in rural and semi-urban region. The Bank has steadily gained market share in rural and semi-urban areas, with its 2,737 Bharat Bank branches supported by a 21,800+ strong CSC VLE network.

The overseas operations of Axis Bank are spread over eight international offices, including branches in Singapore, Dubai (at DIFC), and GIFT City-IBU; representative offices in Dhaka, Abu Dhabi, Sharjah; and an overseas subsidiary in London, UK. These international offices focus on Corporate Lending, Coverage Business, Trade Finance, Syndication, Investment Banking, Liability Businesses, and Private Banking/Wealth Management offerings.

Axis Bank has a balance sheet size of 16,09,930 crores having a market share of 5.3% in total assets, 5.0% in total deposits and 5.4% in total advances, serving 59 million customers with a workforce of over 104,400 employees as on March 31, 2025. For FY25, the Bank's Consolidated ROE and ROA was 16.89% and 1.77%, respectively. As on March 31, 2025, Gross NPA ratio stood at 1.28%, Net NPA ratio at 0.33%, PCR at 75% and Capital Adequacy Ratio (CAR) at 17.07%, with a CET-1 ratio at 14.67%.



LIC has been taking proactive steps to provide prompt customer services so that cutting edge opportunity is always in our favour. Digital framework has become an integral part in all spheres of the commercial activities. LIC too, has been taking proactive steps in terms of providing digital services to its clients through LIC Digital App providing agile, efficient, fast and convenient platform, LIC has also embarked upon Project DIVE which is still under construction and implementation stage. "Agency Transformation" Project-Jeevan Samarth has been undertaken by Marketing Department to make the Agency force future proof.

LIC's Sales Saathi App has been well accepted by the Marketing Department as a dynamic sales playbook app that empower agents to manage the entire sales cycle seamlessly and efficiently.

On 20th January 2025, LIC achieved Guinness World Records title for selling "Most Number of Life Insurance Policies sold in 24 Hours".

The performance of the Corporation is being monitored by our stake holders which also includes our shareholders. A whole set of new products have been launched in our product portfolio with a conscious effort to increase the share of Non-Par products.

As LIC enters its 70th year of existence, it has stood the test of time and emerged to be the Pride of India for almost 7 decades now. As we reach the significant milestone of 69 years in business, LIC proudly reflects on the journey of growth, innovation, and unwavering commitment to excellence.

The Life Insurance Corporation of India came into existence on 1st September, 1956, with the objective of spreading life insurance more widely and in particular to the rural areas with a view to reach all insurable persons in the country, providing them adequate financial cover at a reasonable cost.

Since its inception, LIC has crossed many milestones and has set unprecedented performance records in various aspects of life insurance business. LIC continues to be the dominant life insurer even in the liberalized scenario of Indian insurance and is moving fast on a new growth trajectory surpassing its own past records. In its 69 years of existence, LIC has grown from strength to strength be its customer base, agency network, branch office network, new business premium and has a significant role in spreading life insurance widely across the country.

LIC has been listed on the Stock Exchanges on 17.05.2022. The successful launch of the country's biggest IPO in the difficult aftermath of 2 years of COVID and worsening of global situation due to the Russia Ukraine conflict shows that LIC has the strength and resilience to perform better even in difficult times. A plethora of procedural changes along with digital enabled solutions, is helping in providing hassle free satisfactory service to our customers throughout the length and breadth of the country.

Jana Small Finance Bank

A SCHEDULED COMMERCIAL BANK

Jana Small Finance Bank, headquartered in Bengaluru, began its journey pioneering India's urban microfinance movement. Today, it stands as a modern, digital bank with a strong presence across **23 states and 2 Union Territories**, operating through **820 banking outlets** that bring financial services closer to millions of Indians.

Backed by a robust technology backbone and a trusted physical network, Jana is committed to making banking **accessible, relevant, and empowering—pan India**. The bank is built on a simple yet profound principle: to bring banking into people's lives with **dignity, efficiency, and trust**.

For over **17 years**, Jana has served more than **12 million customers**, empowering their aspirations and growth. From **savings and credit to payments, investments, banking for MSME, and business services**, Jana has evolved into a financial powerhouse that supports customers at every stage of life and business—contributing to the nation's vision of Atmanirbhar Bharat.

The bank's journey has been one of **growth with purpose**—defined by customer centricity, resilience, and gratitude. From pioneering urban microfinance, to becoming a leading Small Finance Bank, and now setting its sights on a **Universal Bank** license, Jana continues to evolve with one constant: **putting people at the heart of banking**.



Utkarsh Small Finance Bank

Aapki Ummeed Ka Khaata

Utkarsh Small Finance Bank Limited (Utkarsh SFBL), incorporated on April 30, 2016, is a scheduled commercial bank licensed by the Reserve Bank of India as a Small Finance Bank on November 25, 2016. The Bank commenced operations on January 23, 2017. It provides a broad suite of financial products including microfinance loans under the Joint Liability Group (JLG) model, MSME loans, housing loans, personal loans, commercial vehicle loans, construction equipment loans, and wholesale lending. Utkarsh SFBL also offers digital banking solutions such as Internet banking, Mobile banking, WhatsApp banking, Unified Payment Interface (UPI), Aadhar Enabled Payment Systems (AePS), Interoperable Cardless Cash Withdrawal, Digital Deposits, Bharat Connect, ASBA (Application Supported by Blocked Amount), Digi onboarding, and online account opening, along with access to ATMs and micro-ATMs to support customer convenience. The genesis of Utkarsh Small Finance Bank is rooted in its desire to serve the unserved and underserved sections of the country.

As of June 30, 2025, the Bank has established a **pan-India presence** with **1,099 banking outlets** across **27 States and Union Territories**, serving a growing customer base of over **4.99 million individuals**.



THE JOY OF BANKING EMPOWERS YOU TO DREAM BIGGER

24 States, 2 Union Territories, 713 ATMs

WHO WE ARE

ESAF Small Finance Bank, a scheduled commercial bank, is one of India's leading small finance banks, in terms of yield on advances, AUM growth rate, and share of retail deposits. We constantly endeavour to deliver the joy of banking across all segments of society. Headquartered in Thrissur, the banking capital of Kerala, ESAF Small Finance Bank is a public limited company incorporated on 5th May 2016 after receiving in-principle approval from the Reserve Bank of India. We officially commenced operations on 10th March 2017, becoming the first private bank in Kerala to receive a banking licence since independence. From among the 72 applicants who applied for the licence, we were one of the ten banks selected by the Reserve Bank of India, thanks to the trust we built over nearly three decades as a social and financial organisation of repute.

As our brand identity signifies, we partner with our customers in their development and strive for mutual growth. We stand as a bank for all, with a presence in urban, semi-urban, rural, and rural unbanked areas. Our mission is to deliver value to all our stakeholders, especially customers, through customised business solutions. We are the first Indian bank to become a member of the Global Alliance for Banking on Values (GABV). With a singular organisational goal of financial inclusion, we are committed to bridging economic and social disparities.

BANK'S LEGACY

ESAF was founded in 1992 as a non-governmental organisation (NGO) by Dr. K. Paul Thomas, our Founder and Managing Director. Over the years, we have undergone multiple transformations as an entity. In 1995, inspired by the success of the Grameen Bank founded by Nobel Laureate Prof. Muhammad Yunus in Bangladesh, Dr. K. Paul Thomas introduced Micro Enterprises Development (MED) services. Also, he was convinced of the financial component, which was required for the holistic development of the poor and marginalised. In 1998, seed capital received from the Grameen Bank propelled ESAF's growth as a financial enterprise. Later, in 2008, ESAF became a Non-Banking Financial Company (NBFC), and in 2017, ESAF Small Finance Bank was launched.

ESAF began as a social entity, and we are one of the pioneers in establishing formal and structured lending through mutually trusted groups at the village level. We were not only successful in bringing financial sustainability to the underserved communities but also in reinforcing the fact that the poor of our country are trustworthy. To further this mission, we continue to organise skill development and financial literacy programmes for people at the grassroots, empowering them to build secure, sustainable futures.

BUSINESS PROFILE

We serve more than 9 million customers through our 788 banking outlets and 8,277 touchpoints spread across 24 states and two union territories. Our host of modern banking services like ATMs, Debit Cards, Safe Deposit Lockers, Internet Banking, Mobile Banking, Agent Banking, SMS Banking, RTGS, NEFT, and CTS make banking accessible to all across the social strata. The Hrudaya Deposit Scheme and doorstep delivery service are our key differentiators. Our business correspondents visit customers at their doorsteps to carry out basic as well as premium banking services.

We have a dedicated sustainable banking department to ensure alignment with the 3P philosophy of People, Planet, and Prosperity. We promote energy-efficient products that contribute to the preservation of our planet's resources. Through clean energy solutions, we could impact the lives of millions of people. Our people-first approach is evident in the way we ensure the welfare of 12,124 employees and more than 9 million customers. In addition to our core mission of nation-building through responsible financial services, we allocate 5% of our profits towards Corporate Social Responsibility (CSR) initiatives. A major milestone in our journey was achieved on 10th November 2023, when ESAF Small Finance Bank listed its shares on the stock exchanges, receiving an overwhelming subscription of 77 times.



Leegality is India's leading RegTech company that helps MFIs, SFBs, and micro-lenders execute paperwork digitally and comply with the DPDP Act 2023.

145M+
eSigns Affixed

14.7M+
Stamp Papers
Processed

2000 TB+
Data Under Discovery

2M+
Data Principals

Leegality Document Infrastructure

Leegality Document Infrastructure helps Indian MFI and SFBs - digitize JLG/SHG paperwork in a secure and compliant way.

Leegality is tailor-made for the unique needs of MFIs with features like:

- 15+ secure eSign options (including Aadhaar eSign via Face, Virtual fingerprint eSign)
- Digital revenue stamps for DPNs
- Vernacular agreements and digital interface - in compliance with various RBI guidelines like KFS Circular, Fair Practice Code, etc.
- Works in 2G/3G connectivity - often found in rural India
- Prevent agent and customer fraud with Liveliness Check, Face Match, Aadhaar Verification, and GPS capture
- Evidence-Act friendly Secure Audit Trails
- Easy-to-integrate APIs

Top MFIs such as BFIL, IIFL Samasta, Satin Creditcare, CreditAccess Gramin, Muthoot Microfin, Mitrata, Svantra Microfin, and Light Microfinance, among others, trust Leegality to turn paperwork into a competitive advantage.

Consentin DPDP-compliant Privacy Platform

Consentin by Leegality is a simple-to-implement, DPDP Compliance and Governance platform built by privacy and tech experts to help Indian financial institutions comply with the DPDP Act.

Key Capabilities:

- **Consent Manager:** Collect and manage consent across all channels with DPDP consent artefacts. Deploy and manage cookie consent.
- **Privacy Centre:** Manage Data Principal rights and revocations with SLA tracking
- **Data Lifecycle Management:** Run data discovery with Consentin Lens & map PII across structured & unstructured systems
- **Unified Risk Assessments:** Conduct DPIA, PIA, and Third-party Risk Assessments

Privacy-first companies such as IIFL Samasta, Shriram Finance, Paymentz, and more are using Consentin to comply with the DPDP Act.

68 million+

people have benefited
across four continents

15.2 million

loans disbursed through
WaterCredit

98%

of loans are paid back

For more than 30 years, we've made it our mission to bring water and sanitation to the world. Founded by Gary White and Matt Damon, we are an international nonprofit organization that pioneers market-driven financial solutions. To date we've transformed more than 68 million lives across four continents — giving women hope, children health, and families a future.

Our solution is proven and powerful

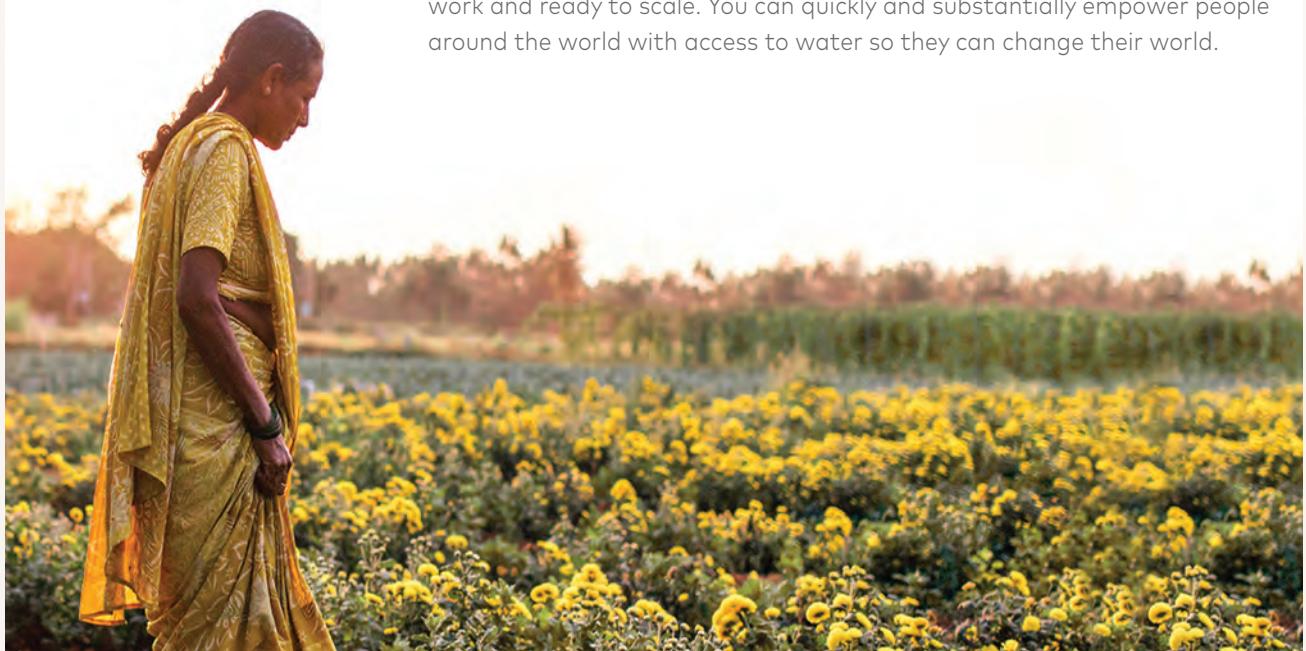
One of the major barriers to safe water and sanitation is access to affordable financing. That's why we created WaterCredit to address this barrier head-on. Through WaterCredit, we help bring small, affordable loans to those who need access to financing and expert resources to make household water and toilet solutions a reality. And it's working.

Opportunity starts with water

Access to safe water can protect and save lives, just because it is there. It has the power to turn time spent into time saved, when it is close and not hours away. It can turn problems into potential: unlocking education, economic potential, and improved health. Today, 2.2 billion people — 1 in 4 — lack access to safe water and 3.5 billion people — 2 in 5 — lack access to a safe toilet. You can help change this.

How you can help

The most efficient and effective way to make an impact today is to provide financial resources to help realize our vision of safe water and sanitation for all. We combine the financial resources from foundations, companies and people with more than 30 years of experience changing lives with water through access to affordable financing. Our solutions are proven to work and ready to scale. You can quickly and substantially empower people around the world with access to water so they can change their world.





Satin Creditcare Network Limited (SCNL) is one of the largest rural financial services organisations in India, having principal offering of microfinance loans, based on the Joint Liability Group model of lending that provides collateral-free micro-loans to the unbanked and underserved women in rural and semi-urban areas, who have little access to formal banking services.

Spanning across 29 states and union territories with a presence in over 1,00,000 villages, the company serves around 3.3 mn women microentrepreneurs, underlining its commitment to advancing financial inclusion in the country's hinterlands. The company offers a bouquet of financial solutions, including income-generating loans, green loans, among others. Our Company through our subsidiaries is also expanding across micro, small & medium enterprises and affordable housing finance segment. Registered with the Reserve Bank of India, the company is listed with the National Stock Exchange (NSE) and Bombay Stock Exchange (BSE). The company has reputed shareholders comprising large mutual funds and private equity investors, including Florintree Ventures LLP, Bandhan Mutual fund, ICICI Prudential Life Insurance, Massachusetts Institute of Technology, Ananta Capital, and IndusInd Bank, among others.

SCNL remains dedicated to its core mission of making a positive difference in the lives of underprivileged communities. Our innovative vision sets us apart, enabling us to empower and transform the lives of our customers. Through resilience and by encouraging economic growth, we are paving the way for a brighter and more inclusive future for rural India. Our wide-ranging product portfolio, strategic alliances, and cutting-edge technology enable us to provide financial services that promote sustainable development. Currently, the Assets under Management (AUM) of the Company stands at ₹12,128 Crore on a consolidated basis.

Subsidiaries of Satin Creditcare Network Limited

Satin Housing Finance Limited

Satin Housing Finance Limited (SHFL) is an affordable housing finance company that provides long-term housing loans to clients belonging to the low and middle-income groups, spread across the peripheries of urban, semi-urban and rural India. The company, a wholly-owned subsidiary of Satin Creditcare, was incorporated in 2017 with the goal of transforming lives by helping rural and semi-urban people arrange funds for constructing, renovating and extending their homes. With its foray into the rapidly-growing affordable housing segment, Satin Housing Finance has signed a MoU with the National Housing Bank (NHB) for Credit Linked Subsidy and Mortgage Guarantee schemes and is actively looking to participate in the Pradhan Mantri Awas Yojana. The AUM of the company stands at Rs 883 Crore, as on 31st December, 2024.

Satin Finserv Limited

Satin Finserv Limited (SFL) was founded in 2018 with the mission of fostering entrepreneurship by empowering people at the grassroots of society. SFL provides loans to Micro, Small & Medium Enterprises (MSMEs) engaged in manufacturing, trading and services. The company's tailored offerings include working capital loans, machinery loans and trade finance solutions. SFL operates as a wholly-owned subsidiary of Satin Creditcare. The AUM of the company stands at Rs 483 Crore, as on 31st December, 2024.

Satin Technologies Limited

A wholly owned subsidiary of Satin Creditcare that got incorporated in 2024, Satin Technologies Limited (STL) is dedicated to developing innovative, world-class technology solutions by leveraging cutting-edge technologies like Artificial Intelligence (AI), Machine Learning (ML), and Cloud Computing. The Company will cater its services to various industries, including but not limited to financial services. As Satin Technologies begins its operations, the Company is poised to make a significant impact across various industries that are ripe for technological disruption.

Satin Growth Alternatives Limited

Satin Creditcare Network Ltd. (SCNL) is set to launch a women-led Alternative Investment Fund (AIF) known as Satin Growth Alternatives Ltd. (SGAL) to foster inclusive growth and social impact. The fund is planned to be structured as a Category II AIF Fund under the SEBI regulations to provide debt capital and invest in the growth of the underserved segment of micro, small and medium enterprises (MSMEs) with a strong focus on rural and semi-urban India. It is built on the principles of ESG and financial inclusion across the length and breadth of the nation. The fund will prioritise segments including agri-tech, manufacturing, health-tech, rural services, education and infrastructure and will continue to build on the momentum of Satin's broader mission of investing into tangible as well as scalable impact, enhancing accessibility to finance across the nation.



Annapurna Finance: Driving Inclusive Growth with Human-Centric Innovation

Established in 2009, **Annapurna Finance** is among India's top five NBFC-MFIs, dedicated to advancing financial inclusion and empowering underserved communities, especially women and micro-entrepreneurs. Operating across **22 states** with a robust network of **1,600+ branches**, a portfolio exceeding **₹100 billion**, and serving over **2.9 million households**, Annapurna combines customer-centricity with strong risk-mitigation practices to drive inclusive development, strengthen community resilience, and expand economic opportunities.

Annapurna provides **accessible, affordable financial products** addressing diverse livelihood and lifecycle needs—ranging from income generation, affordable housing and MSME development to safe water, sanitation, and household asset building. With **98% of its clients being women**, the institution plays a pivotal role in promoting entrepreneurship, long-term prosperity, enable self-reliance, and uplift marginalized communities. Its **technology-driven approach** ensures quick, reliable, and inclusive services, reinforcing its position as a trusted leader in the Indian microfinance sector.

Beyond finance, Annapurna is deeply invested in **social impact initiatives**, promoting capacity-building, financial literacy, healthcare, education, and livelihood opportunities. The company's focus on social performance management and impact assessments ensures accountability, builds trust, and drives lasting positive outcomes, seamlessly integrating access to credit with both a human and digital touch.

Annapurna's **people-first culture** is central to its success. By prioritizing equal opportunity, inclusion, and diversity, the organization fosters a workplace that reflects care for employees across all life stages. Gender-sensitive policies, performance-driven incentives, and an open-door communication culture have strengthened trust and collaboration. Today, **women constitute nearly 13% of its workforce**, a number steadily increasing due to targeted diversity, equity, and inclusion (DEI) initiatives. Recognized as a **Best Workplace for Women** and certified as a **Great Place to Work**, Annapurna exemplifies progressive, people-oriented leadership.

Looking ahead, Annapurna is embracing **digital transformation and AI-driven innovation** to amplify impact and improve borrower experiences. One of its flagship initiatives is the **AI-powered Intelligent Engagement Platform**, designed to proactively address repayment challenges through advanced analytics and **multi-channel communication**.

This approach delivers a **seamless and personalized borrower experience**, marked by timely, empathetic communication and easy access to support. By empowering borrowers to stay informed and engaged, Annapurna strengthens repayment discipline and trust.

The AI solution is designed not to replace human interaction but to **amplify human potential**—freeing field agents to focus on complex cases and building deeper borrower relationships. This digital leap is expected to drive **quantifiable business impact**, including improved repayment rates, reduced operational costs, and enhanced customer loyalty.

"With AI & Payment solutions, Annapurna Finance is leading a customer-first revolution in microfinance—improving digital repayment discipline, optimizing costs, and nurturing long-lasting borrower trust. This is more than technology; it's a step towards sustainable growth and social empowerment."



To support the Government of India's vision of making GIFT City a global financial hub and price setter in major asset classes, In Jun 2017, NSE International Exchange (NSEIX) at GIFT City was launched as a 100% subsidiary of the National Stock Exchange of India Ltd (NSE India) with a strategic objective to efficiently channel global capital into India and Indian capital into international markets.

NSEIX plays a pivotal role in deepening cross-border investment flows and expanding access to India's dynamic growth story. NSEIX has emerged as the market leader and is the leading universal multi asset exchange, commanding over 99% market share among exchanges operating in IFSC. To closely align with international markets, NSEIX allows trading for 21 hours a day in certain segments.

NSEIX has established a first of its kind high-performance financial corridor with Singapore Exchange offering a seamless financial corridor between Singapore and India, enhancing liquidity and access for global investors, which signifies an important part to create growth opportunities and globalizing Indian financial market. Its flagship product, GIFT Nifty, has received part 30 exemption from the Commodity Futures Trading Commission (CFTC) and SEC class relief, enabling participation by US investors in derivative contracts. Gift Nifty Recorded a new milestone - All - Time High Monthly turnover of US \$102.35 billion in the month of May 2025.

NSE IX plays a multifaceted role in expanding and diversifying India's debt capital market. By offering a robust platform for both domestic and international issuers, NSE IX facilitates efficient capital raising across a broad spectrum of debt instruments. Since its inception, the exchange has garnered significant traction, with over USD 70.3 billion in medium-term notes established and more than USD 35 billion in debt securities listed, underscoring its growing importance as a gateway for global and Indian investors alike.

NSEIX has two wholly owned subsidiaries – NSE International Clearing Corporation (NSEICC) which clears and settled all trades on NSEIX following global best practices like client-level asset segregation and real-time risk management and the second, NSEIX Global Access IFSC Limited (NSEIX GA) which enables regulated outbound investments into global exchanges in foreign jurisdictions, offering a wide array of permitted financial products and services.



Svamaan Financial Services Pvt Ltd, recognised as an NBFC-MFI by the RBI, is headquartered in Mumbai. A customer-centric and integrated financial service provider. Svamaan's goal is to positively impact the lives and livelihoods of its customers. The company's mission is to serve financially excluded households and enterprises in a viable and sustainable manner.

Embracing technological advancements. Svamaan has implemented a fully digital process. This initiative not only streamlines operations for enhanced efficiency but also ensures superior customer satisfaction and fosters sustainable growth.

The entity's approach to microfinance is founded on a structured methodology, rooted in factual insights and driven by a digital-first DNA. This strategy enables Svamaan to deliver impactful solutions, realizing the aspirations of its customers



Bandhan Bank is a universal bank that caters to the banking needs of the citizens of India.

In June 2015, Bandhan Financial Services Limited, an NBFC, received the universal banking licence from the Reserve Bank of India (RBI), making it the first-ever Indian microfinance institution to become a universal bank. Incidentally, Bandhan is the first bank set up in the eastern part of India after Independence. Late Shri Arun Jaitley, the then Union Minister for Finance, Government of India, inaugurated the bank on August 23, 2015, in Kolkata. Late Shri Pranab Mukherjee, the then Honourable President of India, graced Bandhan Bank's first anniversary function in Kolkata in 2016.

One of India's youngest universal banks, Bandhan Bank, is guided by the ethos of inclusive banking. The Bank has a Pan-India presence and operates across 35 Indian states and union territories through a robust network of more than 6,350 banking outlets, catering to millions of customers. The Bank has more than 73,500 employees. Since its launch, the bank has collected deposits of ₹1.58 Lakh crore, and the outstanding loan book is ₹1.40 Lakh crore. *

Led by a strong customer-centric value proposition, Bandhan Bank offers an extensive portfolio of world-class banking products backed by a 360-degree service proposition. The Bank provides a comprehensive, uniquely designed and growing product portfolio with attractive features and new offerings. The broad spectrum of asset and liability products and services is designed for customers across geographies, town classes and socio-economic backgrounds.

In sync with the philosophy of '*Aapka Bhala, Sabki Bhala*', Bandhan Bank aims to be one of the critical enablers in broadening and deepening financial services to the bottom of the pyramid and, in doing so, be a bank for all. With the faith of its customers, Bandhan Bank is set on its path to continue touching millions of lives. Simply put, when you choose to bank with Bandhan Bank, you are choosing to be instrumental in the nation's growth story.



Repco Micro Finance Limited (RMFL), a subsidiary of Repco Bank (Government of India enterprise) under the Ministry of Home Affairs was incorporated in the year 2007 and is registered with the Reserve Bank of India as a Non-Banking Financial Company Microfinance Institution (NBFC-MFI). The company's primary objective is to promote financial inclusion and empower economically weaker women by providing micro-credit through Self Help Groups.

Over the past 15 years, RMFL has emerged as one of the top 20 NBFC-MFIs in India, with a strong presence across Tamil Nadu and neighbouring states including Puducherry, Kerala, Andhra Pradesh, and Karnataka. The company operates through 130 branches, serving around three lakh women beneficiaries, supported by a dedicated team of around 1,100 employees (with women employee contribution of more than 60%).

The company adheres to regulatory requirements set by the RBI, including asset classification, provisioning, capital adequacy, and KYC norms. It is a member of the self-regulatory organization Sa-dhan and all major credit information companies.

Since its inception, RMFL has disbursed over ₹12,000 crore towards uplifting women entrepreneurs and fostering sustainable livelihoods. The company continues to demonstrate sound financial performance, prudent governance, robust asset quality, and high collection efficiency, while operating in a fully computerized environment with end-to-end digital processes for loan applications, appraisals, sanctions, and documentation.

RMFL has won several awards in its journey including Outstanding performance in terms of SHG linkage in Tamil Nadu from NABARD, SKOCH Banking and Finance Gold Award, etc.,

Recently RMFL received 3 awards - 1) Customer Oriented Micro Finance, 2) Dominant Micro Finance of the year, and 3) Most Influential Micro Finance of the year at NBFC Fintech Conclave.

Guided by an experienced Board comprising senior bankers and financial professionals, RMFL remains committed to strengthening its mission of inclusive growth and making meaningful contributions to the socio-economic development of the communities it serves.



nabfins

Empowering Rural India : NABFINS

In a country where over 65% of the population resides in rural areas, access to financial services remains a cornerstone of inclusive growth. NABFINS (a subsidiary of NABARD) has emerged as a transformative force in this space, bridging the gap between underserved communities and formal financial institutions.

Established in 1997 under the Companies Act, 1956, and headquartered in Bengaluru, NABFINS is a non-deposit taking NBFC-MFI (Non-Banking Financial Company - Microfinance Institution) promoted by NABARD, the apex development bank of India. It has equity participation from NABARD, the Government of Karnataka, Canara Bank, Union Bank of India, Bank of Baroda, Dhanalakshmi Bank, and Federal Bank.

NABFINS operates with a clear vision to become a Model MFI in the country, promoting financial inclusion and empowering low-income households. This mission translates into real-world action through trustworthiness, transparent dealings, and a hassle-free loan process.

With low interest rate as a NBFC-MFI, doorstep credit delivery model makes NABFINS a preferred choice for rural borrowers who often face barriers in accessing traditional banking services.

NABFINS has:

- a portfolio size of ₹3,000 + Cr.
- 515 branches across 19 States and 1 Union Territory
- an active customer base of 10 Lakh +
- served 30+ Lakh household
- Employed 3200+ staff

These numbers reflect not just growth, but a deepening footprint in rural India.

NABFINS plays a pivotal role in India's journey toward inclusive growth. By financing micro-enterprises, Self-Help Groups (SHGs), Joint Liability Groups (JLGs), and traders, it helps build livelihoods, improve household incomes, and foster community resilience.

Whether it's a woman in a village starting her own business or a farmer investing in better tools, NABFINS is often the silent partner in their success story.

As India continues to push the boundaries of financial inclusion, NABFINS stands ready to innovate, expand, and deepen its impact. With technology, strategic partnerships, and a people-first approach, it is poised to become a model MFI.



YOUR PARTNER FOR PROSPERITY

associated with  Sanlam group

Shriram Life Insurance is committed to serving the underserved and unserved segments of India, focusing on families that truly need financial protection. With a network of 651 branches across the country, the company offers a range of affordable products including term, endowment, ULIPs, and annuities—tailored for rural and urban middle-class customers. With over 14.6 lakh in-force policyholders and ₹14,187 crore in Assets Under Management (AUM), as of September 2025, the company continues to drive financial inclusion by addressing the needs of the most deserving households. Shriram Life Insurance provides user-friendly apps for policy purchase, premium payment, claim settlement, and customer support—making insurance simple, accessible, and convenient for every customer.



Incepted in April 2016, PayNearby is a DPIIT-certified company and India's leading branchless banking and digital network. PayNearby operates on a B2B2C model, where it partners with neighbourhood retail stores and enables them with the tools to provide digital and financial services to local communities. PayNearby's mission is to make financial and digital services available to everyone, everywhere. The company aims to simplify high-end technology so that it can be easily assimilated at the last mile while transforming the lives of its retail partners and customers.

Today, through its tech-led DaaS (Distribution as a Service) network, PayNearby enables services like cash deposits, withdrawals, ecommerce, credit, insurance, travel, utility payments, and more. Currently, PayNearby's 12+ lakh retail partners & 1.5+ lakh Digital Naaris spread across 20,000+ PIN codes assist over 5+ crore customers across the country, facilitating 25 crores yearly transactions.

For more information, please visit www.paynearby.in

About CALI

CreditAccess Life Insurance Limited (CALI), licensed by the Insurance Regulatory and Development Authority of India (IRDAI) in March 2023, is a next-generation life insurer headquartered in Bengaluru. CALI is India's only life insurer built from the ground up to serve the unserved and underserved rural, semi-urban and low-income populations.

Our Vision

To bridge the insurance protection gap among the low income and financially excluded population

Our Mission

To become India's insurer of choice, dedicated to the unserved and under-served population, providing trusted, transparent and efficient insurance solutions enabling comprehensive financial inclusion

What Sets Us Apart

- Exclusive focus on financially excluded segments - not an extension, but our core mission.
- Group-led insurance delivery through trusted partners like MFIs, NBFCs, Co-operative Banks, Co-operative Societies, FPOs, Primary Agricultural Societies and SHG networks.
- Simple, relevant products with flexible payment options aligned to household cash flows.
- Seamless and empathetic claims experience - quick, transparent, and compassionate.
- Digitally enabled, fully compliant, and operationally efficient.

Our Products

| Product Category | Segment | Proposition |
|------------------|--------------------------------|--|
| Raksha | Group Credit Life Insurance | Protects outstanding loan balance in case of borrower's death. |
| Suraksha | Group Term Life Insurance | Ensures financial protection for families in case of breadwinner's demise. |
| Samruddhi | Group Savings-Linked Insurance | Combines flexible savings and life cover for informal earners. |

Driving Social Impact

- Expanding insurance coverage in rural and excluded communities.
- Empowering women through targeted SHG/JLG insurance models.
- Promoting digital-first, low-cost insurance distribution.

Leadership & Governance

CALI is led by a team of seasoned professionals across insurance, rural finance, regulatory affairs, and social impact domains. Our governance standards are rooted in transparency, regulatory compliance, and community responsibility.

Partner with CALI

We invite development organizations, financial institutions, and social enterprises to collaborate with us. Together, we can build inclusive, sustainable insurance models that protect millions who need it most.

Contact Us

CreditAccess Life Insurance Limited

#595, 1st Floor, 15th Cross, 1st Phase, Outer Ring Road, J.P. Nagar, Bengaluru - 560078

Website: www.creditaccesslife.in | Email: contact@calife.in | Phone: +91 80 6997 8070

IRDAI Reg. No. 163 | CIN: U66020KA2019PLC120540

Sammaan Capital Limited ("Sammaan Capital") is a mortgage-focused non-banking financial company ("NBFC"). The Company is regulated by the Reserve Bank of India (RBI), and is 'AA/Stable' rated by leading rating agencies CRISIL and ICRA. The Company has a balance sheet size of ₹0.70 trillion as on 31 March, 2025 and serviced more than 1.6 million happy customers. We have a strong nationwide presence of over 220 branches which offers quick, convenient and competitively priced home loans in the affordable housing segment. Additionally, the company also offers loans to MSMEs/small business for working capital. At Sammaan, we're more than a Non-Banking Financial institution; we're a community where every story is valued, and every dream finds support. We are committed to empowering individuals to own homes, recognizing that having a place which they can call 'their own' fosters a sense of pride and respect.

Sammaan means '**Respect**', '**Honor**', '**Courtesy**' and '**Dignity**'. Our inspiration stems from our deep-rooted values, our customer's trust, and the journey of growth and innovation. Embracing our rich legacy, Sammaan Capital is dedicated to building a more inclusive financial future, where every individual is empowered with accessible and reliable financial services. Our brand symbolizes a blend of tradition and forward-thinking, ensuring that each decision and service is infused with the respect and excellence our customers deserve.

Our Mission is to be a reliable and trustworthy financial institution, known for expertise and unwavering integrity. Rooted in these values, we pledge to provide not just loans but a sense of security and respect at every step of the lending journey. Through our committed standards and efficient processes, we aim at prioritizing customer convenience and satisfaction.

Our Vision is to be known as the most preferred choice for financial services, excelling in customer care, enhancing stakeholder value, and maintaining a culture of respect internally and externally.

Recent developments: Avenir Investment RSC Limited ("Avenir"), a restricted scope company incorporated in the United Arab Emirates, which is indirectly owned and controlled by International Holding Company ("IHC"), has entered into definitive agreements to acquire controlling stake in Sammaan Capital. IHC (ADX: IHC; market cap. ~US\$240 billion based on March-25 figures) is a company incorporated under the laws of Abu Dhabi, UAE and listed on the Abu Dhabi Stock Exchange.

Avenir will invest INR 88,500 million to acquire a 41.2% stake through a preferential allotment of equity shares and warrants. This transaction will trigger a mandatory open offer for an additional 26.0% stake. Following the investment, Avenir will be classified as the Promoter of Sammaan Capital and will gain the right to appoint the majority of the Board of Directors. The transaction is subject to approvals from various regulatory authorities, including approvals from the Reserve Bank of India, Competition Commission of India and Securities and Exchange Board of India.

The investment and promoter ownership by the International Holding Company (IHC) is anticipated to be highly positive for Sammaan Capital. This strategic influx provides long-term patient capital and robust institutional backing, which in turn bolsters the Company's ability to achieve strong, profitable growth through deeper access to liabilities. Furthermore, the ownership is expected to improve Sammaan Capital's credit rating, significantly lowering the overall cost of funds. Finally, the partnership will augment the Company's technology and AI capabilities to enhance customer engagement and operating efficiency, while simultaneously strengthening governance support in line with global best practices.

Sustainability: Sammaan Capital Limited (SCL) is committed to achieving sustainable growth by integrating Environmental, Social, and Governance (ESG) principles into its business strategy. The Company's ESG initiatives for fiscal year 2025 and beyond include a focus on renewable energy, reducing its carbon footprint, promoting diversity and inclusion, and supporting community development. The ultimate goal is to create long-term value for stakeholders and contribute to a more sustainable future.

www.sammaancapital.com



Founded in October 2016 and headquartered in New Delhi, SATYA MicroCapital Ltd. has rapidly become a transformative force in India's microfinance sector. Since commencing operations in January 2017, SATYA has been steadfast in its vision "to be a catalyst for the socio-economic upliftment & economic empowerment of 10 million households by the year 2030." The organization's firm belief in modern technology and its potential to increase efficiency, reduce risks, and enhance overall customer experience is apparent in its adoption of the most cutting-edge innovations to power its operations. SATYA has established its terrestrial footprints via an operational network of 800+ branches in nearly 75,000 villages across 26 states.

SATYA has focused its entire microfinance operations to significantly contribute to women empowerment by generating additional income earning opportunities thus making more visible economic contributions for better living and future building of their children leading to growth in women's self-confidence, self-esteem and their status in their family, wider community & society. Through its diverse range of loan products and technologically sound operations, the company aims to add a social touch to lending by integrating modern technology into the Micro Finance industry. SATYA is an institution built with a vision of change, transformation and is a differentiator in the financial inclusion space.

SATYA is integrally concentrated towards building their financial capacity and ability to grow to financial self-sufficiency. The taskforce of more than 8000+ employees plays an intrinsic role in SATYA's ongoing growth trajectory. In addition to yielding financial aid to unbanked sections of the population, SATYA MicroCapital consistently associates with institutions of the same wavelength to disseminate the importance of digital and financial literacy in rural areas. This is in addition to its dedication to its social duties, with an emphasis on Nasha Mukt Samaaj, Gender Equality, Swachh Bharat, and Digital India.

We, at SATYA, have taken a small step on a long journey to a complete Digital Financial Literate Client and we know that our efforts have left a deep and lasting impression on them. As we hope to see a definite and a measurable increase in the saving habits as well as other financial and social independence of our clients, we look forward to seeing a digitally and financially sound India.

Sundaram Home Finance Limited, established in 1999, is primarily engaged in the business of providing Housing Finance to meet the long-term needs of individuals and others for construction / purchase of dwelling units in India.

Sundaram Home Finance Limited was promoted by Sundaram Finance Limited (SF) in 1999. In the year 2007, SF entered a strategic alliance with BNP Paribas Personal Finance S.A., a wholly owned subsidiary of BNP Paribas S.A., France, under which BNP acquired 49.90% of the share capital of the Company. Subsequent to this alliance, the name of the Company was changed to Sundaram BNP Paribas Home Finance Limited with effect from 28th November 2007.

In September 2019, Sundaram Finance Ltd bought back 49.90% of the share capital from BNP Paribas Personal Finance and thus the Company again became a wholly owned subsidiary of Sundaram Finance Limited.

The Company accepts Fixed Deposits from Public and are rated "AAA/Stable" by ICRA & CRISIL and the debentures and bonds are rated as "AAA/Stable" by ICRA & CRISIL.

The Company is regulated by the Reserve Bank of India and supervised by the National Housing Bank.

The Company offers Home Loans, Home Improvement Loans, Home Extension Loans, Affordable Home Loans, Small Ticket Property Loans, Plot Loans, Non-Residential Property loans, Mortgage loans on Residential and Commercial properties.

The Company has entered the 26th year of Operations with

- A network of 172 branches across 12 States & 1 Union Territory
- AUM of ₹18500+ Crore, with 53000 customers
- Deposit base of around ₹2300 crore with 18000 Depositors
- Staff strength of 1859

Our Pillars of Strength include

- Experienced Board of Directors
- Professional Management Team
- Inhouse Execution Model for Credit, Operations & Collections
- Decentralised credit, legal & technical teams enabling faster TAT
- Zonal structure in Collections & Legal Receivables
- Engagement with Analytics / Fintech Companies for insights and formulating strategy
- Deployment of Technology / Mobile Apps for quicker decisioning

Our Key Growth Strategies for the future include

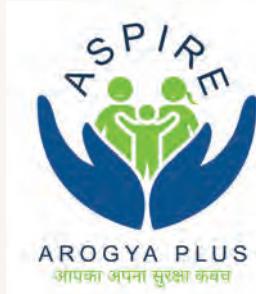
- Deeper Penetration in existing geographies
- Focus on Tier 2 & Tier 3 cities
- Focus on Affordable Housing and Small Ticket LAP
- Greater engagement with Channel Partners
- Gradual expansion in newer markets
- Leverage technology for efficient processing



Friends of Women's World Banking (FWWB) was established in 1981 by Smt. Ela Bhatt, Founder of SEWA and SEWA Bank. FWWB's core mission is to empower women and expand financial access for underprivileged women across India through capacity building and catalytic lending support.

Over the past four decades, FWWB has worked across diverse geographies, reaching low-income women and grassroots institutions, and has played a pivotal role in shaping India's Microfinance Institution (MFI) sector and Self-Help Group (SHG) movement.

At FWWB, we are committed to building an equitable and inclusive society through our flagship programs in Livelihoods & Entrepreneurship, Agriculture, Water & Sanitation, Climate Action, and Renewable Energy. To date, we have empowered over 12 million women and supported more than 440 institutions across 21 states in India.



Aspire ArogyaPlus Is a platform design to provide wellness solution to a segment of people, who have limited access to services like searching for a primary healthcare specialist at the correct time due to which health conditions in rural areas get compromised. Aspire Arogyaplus caters to various kinds of health hazards that exists in today's times in rural areas. Through MFI's & NBFC's, ArogyaPlus tries to give a healthy lifestyles & secure monitory benefit for the wellbeing of their families.

By virtue of our products & services we are trying to promote healthy lifestyle as well as secure their monitory benefits & health for the wellbeing of their families. In rural India, we've built a system that wraps around our consumers , so they can focus on getting better & leading a healthy life.



Kaptune Media India Private Limited

The finance industry is all about handling money, timely collections, trust building, and efficient use of resources to ensure growth. Like finance, many industries rely on their teams to achieve these goals. Field teams play a critical role in meeting customers, securing payments, and supporting business growth. However, as companies expand, it becomes harder to track what's happening in the field. Leaders often face questions like: Are field staff visiting clients as planned? Are travel claims accurate? These concerns are even greater in finance, where missed visits or delayed payments directly impact business performance.

TrackOlap addresses these challenges by offering easy-to-use tools that provide real-time updates, location tracking, and detailed reports. Our solution helps finance and other companies manage their field operations better, control expenses, and build stronger customer relationships with more reliable operations.

What is TrackOlap?

TrackOlap is a leading SaaS and analytics platform that leverages location science to provide modern businesses with smart solutions for employee efficiency, field operations, and automation. Our goal is to help companies connect their people and processes in a way that simplifies management without adding complexity.

TrackOlap's technology is designed to make complex tasks easier. Whether it's managing field teams, monitoring sales activities, or streamlining processes, our platform adapts to businesses of any size. With proven experience in delivering practical solutions, TrackOlap helps companies reimagine how they work and prepare for growth in the digital age.

How does TrackOlap work?

TrackOlap offers a complete system for managing employee performance and field operations. Our mobile app enables field teams to mark attendance, apply for leave, update tasks, manage customer records, and submit expense claims – all from their phone.

For managers, the TrackOlap web portal provides real-time data on employee location, task progress, and collections. It simplifies task assignments, reporting, lead management, and inventory tracking. With features like dashboards, target setting, and automated reports, businesses can make faster, smarter decisions.

TrackOlap also supports sales teams with lead automation that helps them move prospects through the pipeline more efficiently. Our tools give businesses full control over assets, inventory, targets, and sales performance – all in one place.

What sets TrackOlap apart?

TrackOlap stands out with its mobile-first, IoT-powered tracking and automation solutions that cover the entire customer lifecycle – from the first interaction to after-sales support. Our platform is designed for flexibility, allowing integration with other business systems for even greater value.

We also prioritize data privacy. Our solutions are built to ensure businesses can monitor operations effectively while respecting employee privacy.

Milestones achieved and the road ahead

Headquartered in Noida, TrackOlap today supports over 1,000+ businesses across India, the Middle East, and Bangladesh. Since launching our beta in 2019, we've maintained an 80% customer renewal rate and continue to help businesses achieve higher efficiency and growth. Our mission is to expand our automation tools and make advanced, cost-effective SaaS solutions accessible to all. We aim to become a global leader in providing intelligent, mobile-first business solutions that help companies thrive in the digital world.

Affordable and Accessible Healthcare for All: Transforming Lives with aiqa health

About aiqa health

aiqa health is on a mission to make healthcare **affordable, inclusive, quality-driven, and accessible** for every Indian household – and that philosophy defines our name: aiqa. We believe that access to basic healthcare should not depend on geography, income, or occupation. By partnering with **MFIs, NBFCs, cooperatives, and rural institutions**, we extend vital health and wellness services to communities that need them most.

Our Reach & Impact

- Over **8 million subscriptions** issued across India
- Proven projects across **India, Africa, and Russia** for rural health inclusion
- Partnerships with **120+ institutions**, embedding health directly into financial ecosystems

Our Offerings

aiqa health designs health subscriptions tailored for financial services audiences – ensuring that customers of MFIs, NBFCs, and small banks receive practical and trusted protection:

- **Doctor-on-Call Services:** Unlimited MBBS consultations accessible via phone or WhatsApp, without the need for apps or long travel.
- **Hospital Cash Benefits:** Daily income support during hospitalization, protecting households from financial distress.
- **Credit-Life and Accident Protection:** Covering unforeseen risks, reducing repayment stress, and safeguarding family well-being.
- **aiqa Health Centers:** Hybrid models at MFI/NBFC branches, offering assisted digital access to healthcare.
- **Discounts on Medicines and Lab Tests:** Ensuring affordability in everyday health expenses.

Why it Matters

For NBFCs and MFIs, aiqa ensures healthier borrowers, lower delinquencies, and stronger ROI through seamless, paperless, tech-enabled processes. For customers, aiqa provides **peace of mind, timely care, and financial resilience** during health shocks.

At aiqa health, we are not just offering products – we are **building a safety net for Bharat's underserved families**, ensuring that good health becomes the foundation of financial stability.



Bevel Trading & Marketing: Quality and Affordability for All

Bevel Trading & Marketing Private Limited was founded on a simple yet powerful observation: low-income households were consistently overpaying for low-quality home appliances that quickly failed. Drawing on their extensive experience in microfinance and Self-Help Group (SHG) activities, our founders recognized a critical market gap. We challenged the notion that these consumers should be treated as mere beneficiaries; instead, we saw them as discerning customers who deserved access to high-quality, essential products at affordable prices.

At Bevel, we're a professionally managed enterprise committed to providing diverse, quality products that enhance daily life.

Our mission

To empower individuals to live better by offering reliable and innovative solutions, regardless of their income level.

Our Vision

Through strategic trading and marketing, we will establish a strong market presence, build lasting relationships with clients, suppliers, and partners, and continuously expand our product offerings and services to meet evolving market demands.

Values:

- **Integrity:** Upholding ethical business practices and transparency.
- **Customer Focus:** Prioritizing and meeting customer needs.
- **Innovation:** Embracing new ideas and technologies.
- **Teamwork:** Fostering a collaborative approach to achieve shared goals.

Why Choose Bevel?

- **Exceptional Warranty & Guarantee:** Enjoy a 5-year warranty and 10-year replacement guarantee on electronic products, ensuring long-term peace of mind.
- **Dedicated Customer Service:** Our team provides prompt and personalized support with a 48-hour response time via our toll-free hotline and convenient door-to-door service.
- **Extensive Reach:** With over a decade of experience, we've established a strong nationwide and international presence, including Bangladesh.
- **Inclusive Product Range:** We balance quality and affordability across our diverse product offerings, catering to all customer segments.
- **Social Responsibility:** We are dedicated to empowering underprivileged communities through sustainable development initiatives.

Our Unique Edge

- **Flexible Manufacturing:** We offer both Make-to-Stock and Make-to-Order options.
- **Rural Penetration:** We've successfully reached over 50% of rural areas.
- **Community Empowerment:** Our initiatives empower women and small investors to thrive as entrepreneurs.
- **Uncompromising Quality:** We prioritize quality improvement through simple design, efficient manufacturing, and streamlined procedures. Our near-perfect order fulfillment (almost 100%) and exceptionally low customer returns (less than 3%) reflect our commitment to excellence.

Our diverse product range includes both home appliances and Fast Moving Consumer Goods. We are dedicated to marketing high-quality products that consistently meet and exceed customer expectations through robust Quality Management Systems. Our team undergoes rigorous training in market analysis, competitor analysis, SWOT analysis, sales and distribution management, e-commerce, retail marketing, market research, brand management, and finance, ensuring they deliver exceptional products and services.



TRACKOFIELD

TRACK EVERY TASK

TrackoField is owned by InsightGeeks Solutions Pvt. Ltd., an India-based multinational IT product firm empowering mobility-first businesses with smart, AI-driven solutions for field force automation, fleet management, and last-mile delivery. Our clients span across 40+ countries, 1000+ businesses and 500,000+ Users/Units.

TrackoField leverages location intelligence and geo-spatial data to streamline operations, boost productivity, and deliver real-time insights.

As an AI-powered field force automation platform, it's designed for field-oriented businesses. TrackoField reduces human errors to negligible levels by combining location intelligence with AI assistance to become the operational mind of your field business.

By reducing manual errors and enhancing transparency, TrackoField empowers organizations to run efficient, productive, and accountable field operations at scale.



Awaaz AI is a leading voice AI company that builds multilingual voice agents to automate customer engagement, powering enterprise-scale sales, collections, reactivations, and customer support across languages. Built on advanced AI models and proprietary million-scale telephony infrastructure, Awaaz AI enables human-like vernacular conversations with enterprise-grade reliability, security, and compliance. Founded in 2012 by Dr. Neil Patel, whose Stanford Ph.D. in voice systems led to the origins of Awaaz De, one of India's pioneering IVR and vernacular voice communication platforms, Awaaz AI has since evolved into a next-generation conversational AI company. Combining deep BFSI expertise with cutting-edge voice AI, it adapts to India's diverse dialects, accents, and regional nuances. Awaaz AI is transforming static IVR systems and traditional telecalling into intelligent, goal-oriented AI conversations, complemented by multi-channel engagement through SMS and WhatsApp. Awaaz AI is a trusted partner to leading banks, NBFCs, and fintechs. Its deep expertise in digitizing microfinance stems from a mission to advance financial inclusion for all. In a country where over 90 percent of people prefer to communicate in their native language, Awaaz AI is unlocking the next frontier of voice intelligence by enabling AI agents to converse naturally in local languages and real-world contexts.

pine labs

Pine Labs Limited is a technology company digitising commerce, through digital payments and issuing solutions in India and across the globe. Our advanced technology infrastructure helps accelerate the digitisation journey of merchants, consumer brands, enterprises, and financial institutions. We operate in India and a growing number of international markets including Malaysia, UAE, Singapore, Australia, USA, and Africa.

Our digital payments business represents a one-stop software solution across channels, including online payments designed to deliver secure and smooth online payment experiences to the end user, powered by a tech stack. We also provide integrated affordability solutions for merchants and consumer brands and enterprises, and Fintech infrastructure solutions for financial institutions.

Our issuing business offers a full-stack, end-to-end technology service solution in physical prepaid instruments, gift cards, and sales / distribution space, with a presence in multiple countries and with brands and customers from the retail, hospitality and airline industries. We offer prepaid instruments primarily in India, Southeast Asia, Australia and the United States and we presently offer Credit+ in India, Africa, and Southeast Asia.



Craft Silicon

Thinking. Crafting. Transforming.

Craft Silicon is a leading financial technology solutions provider, recognized globally as one of the most tech-savvy software groups. Established in 2000, the company has a strong team of 700+ professionals and supports over 300 financial institutions across 30+ countries.

With a focus on the Financial Inclusion, Craft Silicon offers BCP/DR-ready infrastructure and delivers robust solutions in Loan Origination, Loan Management, Collections, Delinquency Management, and Analytics. In addition to the Microfinance Technologies, the company expanded its offerings in Asia with the launch of MSME Loan, Gold Loan, Co-Lending Management, and Vehicle Loan solutions under its Nimble suite.

Currently managing over \$16Bn in loan portfolios, 117Mn borrowers, and 3.7Bn+ transactions annually in Asia, Craft Silicon continues its journey of innovation and growth with a sharp focus on customer satisfaction.



by  **TWINLINE**
Business Solutions

Twinline Business Solutions Pvt. Ltd. is a B2B SaaS fintech company that empowers NBFCs, MFIs & Banks to digitize their lending operations and extend financial services to underserved communities across India. Founded in November 2018 and headquartered in **Gurugram**, Twinline is backed by a team of **85+ professionals** committed to driving **inclusive financial transformation** at scale.

At the heart of Twinline's offering is **Finpage**, a unified digital lending platform that brings **everything under one umbrella** by integrating a robust **Loan Origination System (LOS)**, **Loan Management System (LMS)**, **Collections & Accounting module** that streamline operations and enable institutions to scale efficiently, supporting a wide range of loan products including **Joint Liability Group (JLG) lending**, **secured & unsecured Individual Lending**, **Co-lending**, **Vehicle Finance**, **Business Correspondence**, and **Loan Against Property**, making it adaptable to both rural and urban lending models. Built to function in remote geographies, its Android-based field application allows loan officers to collect borrower data online & offline, ensuring uninterrupted service even in areas with limited or no internet connectivity.

Finpage offers a **fully paperless & cashless experience**, minimizing manual effort and streamlining operations across the lending lifecycle. It incorporates **advanced capabilities** such as **automated underwriting** powered by **configurable business rules**, **risk-based pricing** for personalized loan terms, **API integrations with failure handling** for seamless system connectivity, and **automated accounting** for real-time financial tracking and compliance. The platform allows financial services to be integrated directly into **partner ecosystems** for smooth access by borrowers and operational teams. To further boost efficiency, it also includes an **Insurance Management module** for bundled financial products and an **HRMS** that tracks field staff mobility using **geo-tagging and geo-fencing**, while ensuring **role-based access control** for secure, permissioned operations. The **Centralized dashboards and reporting tools** provide actionable insights. In addition to **Finpage**, Twinline offers a comprehensive product suite to support every stage of the lending journey:

- **FinRemit** - Instant loan disbursement and account verification
- **FinCollect** - Efficient EMI collection with automated reminders and multiple payment options
- **FinVerify** - Document verification using OCR and ICR
- **FinConnect** - Centralized grievance redressal in borrowers' local languages
- **FinAssist** - Borrower self-service app for loan applications, UPI payments, tracking, and agreement access



India's pioneer information and insights company, TransUnion CIBIL, makes trust possible by ensuring each person and business entity is reliably represented in the lending landscape. We do this by providing an actionable view of consumers and businesses, stewarded with care.

We have developed technology and innovative solutions across core credit, risk and advanced analytics. As a result, consumers and businesses can transact with confidence and achieve great things. We call this Information for Good® – and it leads to economic opportunity, great experiences, and personal empowerment for millions of people and commercial entities in India.

We serve the financial sector as well as commercial entities and individual consumers. Our customers in India include banks, credit institutions, NBFCs, housing finance companies, microfinance companies, telecom companies and insurance firms.



CNBC-TV18, India's No.1 English Business News Brand and a flagship of the Network18 Group, is the nation's most trusted destination for credible, insightful, and expert-led coverage on business, markets, and the economy. Reaching India's most influential audience – from CEOs, CXOs, and policymakers to entrepreneurs, traders, and investors – the channel commands unmatched leadership with 98% of affluent Indians tuning in and 71% of CEOs and fund managers choosing it as their first choice for business news (Cogent Research). With a powerful digital footprint through CNBCTV18.com, the brand engages 10 million+ unique users every month, generating 20 million+ page views. Its audience, primarily aged 25-44 years, is 72% male, highly affluent across India's top metros – Mumbai, Bengaluru, Delhi, and Hyderabad – making CNBC-TV18 the definitive voice of business for India's most evolved decision-makers.



NABKISAN Finance Limited (NKFL) (formerly "Agri Development Finance (Tamil Nadu) Limited") was incorporated under the Companies Act, 1956 on 14.02.1997. NKFL is a subsidiary of National Bank for Agriculture and Rural Development (NABARD) with equity participation from NABARD, Govt. of Tamil Nadu, Indian Bank, Indian Overseas Bank, Tamil Nadu Mercantile Bank, Canara Bank, ICICI Bank, Federal Bank, Lakshmi Vilas Bank and a few Corporates / Individuals. The company is notified as a Non-Banking Finance Company (NBFC) by RBI. The main objective of the company is to provide credit for promotion, expansion and commercialization of enterprises in agriculture, allied and rural non-farm activities. NKFL is providing support for livelihood engaged / income generating activities by extending credit to Panchayat Level Federations, Trusts, Societies and Section 25 companies/ MFIs for on-lending to its member SHGs/ JLGs. As a corollary to this objective, NABKISAN has devised new financial products for Farmers' Producers' Organisations (FPOs) and has emerged as the biggest lender in the FPO ecosystem.

It also operates as a B2B finance to NBFCs, NBFC-MFIs and Section 8 companies specialized in rural financing, with an emphasis on ESG principles and financial inclusion. NABKISAN offers end-to-end digital onboarding solution for rural clients, ensuring seamless and timely access to financial products.

NABKISAN has become a pan India Company with the direct credit operations reaching out to 21 States and 3 Union Territories viz., Andhra Pradesh, Arunachal Pradesh, Assam, Bihar, Chhattisgarh, Gujarat, Haryana, Himachal Pradesh, Jharkhand, Karnataka, Kerala, Madhya Pradesh, Maharashtra, Odisha, Punjab, Rajasthan, Tamil Nadu, Telangana, Uttarakhand, Uttar Pradesh, West Bengal and Union Territories of New Delhi, Jammu & Kashmir and Puducherry.

The commitment to empowering Farmer Producer Organizations (FPOs) continues to yield significant results for NABKISAN. In FY 25, 1032 FPO accounts were approved, with 591 representing first-time borrowers. Cumulatively, support has reached 4,106 FPOs, with total loan sanctions exceeding ₹1,003 crore, thereby benefiting over 2.7 million farmers since the company's inception. In FY25, 11 agri-startups and agri-corporates were supported with an amount of ₹16.5 crore, for scaling up their innovative technology solutions in the agriculture sector and to be a partner in the agriculture value chain. Our partnerships with NBFCs and NBFC-MFIs have also yielded significant results. Credit support of ₹1510 crore to NBFCs and ₹455 crore to NBFC-MFIs impacted over 1.8 lakh rural enterprises and households, reinforcing our commitment to inclusive growth.



EMPOWERING BHARAT WITH PHYGITAL HEALTH CARE

M-Swasth, a pioneering phygital healthcare solutions provider, is dedicated to addressing the healthcare challenges faced by India's emerging mass market population. M-Swasth is at the forefront of a transformative movement to reshape healthcare accessibility in India, envisioning a future where every individual can lead a healthy life, regardless of their circumstances.

With a proven track record of serving over 1.4 Cr. clients and conducting more than 92 lakh+ doctor consultations, 65% of which includes women. M-Swasth extends its services to the remotest areas and rural hinterlands. Our team of 3500+ professionals, including in-house doctors, pharmacists, and nurses, operates through more than 3350+ E-clinics across 26 states & UTs covering more than 544 districts across India and we have organised more than 3600 + Health Camps across the country. M-Swasth has established strategic partnerships with Banks, NBFCs, Microfinance Institutions, Small finance banks, Regional Rural Banks and others.

M-Swasth's ultimate goal is to achieve "Sanrakshan Swasthaya Suraksha," ensuring that every individual has access to good health, regardless of their circumstances.

M-Swasth's E-clinic operates on a Phygital model, which combines cutting-edge technology with compassionate care from our in-house medical professionals. We at M-Swasth believe that every interaction on our platform should be a comprehensive well-being experience, rather than just a medical consultation through our ANM/GNM/BSC nurses, present in all our clinics to check patients' basic vitals such as blood pressure, SPO2, height, heart pulse, weight, and more, we ensure healthcare accessibility by availing doctors who speak their native language.

Recognizing the diverse healthcare needs of communities with limited access, M-Swasth regularly organizes health camps, serving as crucial hubs for providing essential medical assistance and support.

M-Swasth is committed to revolutionizing healthcare in India by making it more accessible, affordable, and inclusive for all. With our innovative approach and unwavering dedication. Our mission is to make quality healthcare both accessible and affordable for everyone.



तो **Life** बनी

Spice Money is India's pioneering rural fintech revolutionizing the way Bharat banks, with a network of 14 lakh nanopreneurs, called Adhikaris. Regulated by the RBI, Spice Money is built on the back of the digital public infrastructure to deliver last mile financial & digital services.

A subsidiary of DiGiSPICE Technologies (NSE: DIGISPICE), Spice Money offers essential digital financial and e-retail services such as cash deposit and Aadhaar led withdrawals, mini ATM services, bill payments and recharge, money transfers, loans, tours and travel and more to the rural citizens through Spice Money Adhikari App (available on Google play store with an industry best rating of 4.4) and Web portal.

The Spice Money network, comprising more than 15 lakh Adhikaris, covers more than 18,000 pin codes, 700 districts and 6,500 blocks, serving over 10 crore households. In fact, the network now covers 95% rural pin codes and 2,39,000 villages in India. A regulated entity under the Reserve Bank of India, the company possesses all the relevant licences like Prepaid Instruments Licence (PPI) & Bharat Bill Payment System (BBPS), GSP Licence, IRCTC, and the Corporate Agency licence for Insurance by IRDA. Spice Money has partnered with various institutions, banks, service providers enabling the company to launch various products & services that help the network and consumer base in inclusive growth.

In December 2020, Spice Money joined hands with actor and philanthropist Sonu Sood with a shared vision of harnessing the power of technology to promote entrepreneurship among the rural and semi urban population. Together with Sonu Sood, the company reinvented it into a new identity - **Spice Money to Life Bani** encapsulating the brand philosophy of bringing real change in the lives of its customers & Adhikaris.

Spice Money has been constantly innovating to expand its reach to the underbanked and underserved parts of India. In February 2021, a zero-investment business initiative was launched that removed the barrier of entry for aspiring young rural entrepreneurs and enabled them to become a part of the Spice Money network completely free of cost with their very own 'Digital Dukaan'.

Spice Money is also working towards building India's largest ATM Network to address the critical issue of inaccessibility to ATMs for those living in rural India. Spice Money has successfully activated more than 1,00,000 micro-ATMs throughout its network. As a testimony of its commitment, Spice Money has covered the world's highest motorable village, Komic and India's last village, Chitkul by establishing the very first ATM network in the respective villages. Spice Money is a leading player in assisted bill payments and extends its impact by providing credit through a credit marketplace and provides e-commerce services through the Open Network for Digital Commerce (ONDC). Spice Money is constantly working towards driving innovative tech-driven solutions to empower rural citizens across the country. With its strong technological expertise, the company is building a platform that not only offers services to the rural population but also helps in providing employment opportunities to rural youth. The company is in line with the government's vision to create an #Atmanirbhar Bharat and is on a mission to drive financial inclusion for the remotest parts of the country.

FIDC

FINANCE INDUSTRY DEVELOPMENT COUNCIL

The **Finance Industry Development Council (FIDC)**, recognised by the **Reserve Bank of India (RBI)** as the **Self-Regulatory Organisation (SRO)** for NBFCs, is the **apex industry body** representing the Non-Banking Financial Company (NBFC) sector in India.

For over two decades, FIDC has been the **collective voice of NBFCs**, actively engaging with **regulators, policymakers, and financial institutions** to strengthen the sector's pivotal role in India's financial ecosystem. Its membership includes the majority of **Upper Layer NBFCs**, along with a wide spectrum of **Middle and Base Layer entities** across the country.

With its recognition as an SRO, FIDC has entered a **new era of responsibility** – moving beyond advocacy to fostering **discipline, transparency, and sustainable growth**. The Council promotes **industry-led monitoring**, encourages **self-regulation**, and builds a framework of **best practices and governance standards**, serving as a trusted **bridge between NBFCs and the RBI**.

Vision and Mission

Vision: To contribute to the development of the NBFC sector by promoting **self-regulation, compliance, and governance**, and by acting as a **trusted bridge between NBFCs and regulators and policymakers**.

Mission: To ensure disciplined, sustainable, and inclusive growth of the NBFC sector in India.

Core Objectives

- Ensure healthy and responsible growth of NBFCs.
- Protect the interests of depositors and investors.
- Liaise effectively with regulators and policymakers.
- Assist in policy formation and sector monitoring.
- Strengthen coordination among members on matters of common interest.
- Build sector credibility and public confidence through transparency and good governance.

Membership Benefits

FIDC membership offers wide-ranging value to NBFCs: **Networking Opportunities, Regulatory Liaison and Advocacy, Collaborative Working Groups, Knowledge Sharing & Publications, Benchmarking and Best Practices, Market Intelligence, Professional Development & Training, Visibility & Industry Recognition, and Regulatory Compliance Assistance**.

Thought Leadership & Outreach

FIDC actively engages through its **digital platforms** – Twitter, Facebook, LinkedIn, Instagram, and www.fidcindia.org.in – sharing **expert commentary, sector insights, and regulatory updates**.

Its flagship publication, **FIDC News**, published bi-monthly for over **15 years**, features **in-depth articles, policy analyses, and data trends**, and is widely circulated across India's financial services ecosystem.

Contact: nbfcsro@fidcindia.org.in | www.fidcindia.org.in | 8422992955



Your reputation partner

Eminence is a strategy consulting company focused on reputation. We are a boutique firm with a strong, yet simple value proposition - we build, establish, and protect the reputation of companies as well as individuals.

Identifying your core competencies, market risks, and gaps in reputation, we generate customised solutions. You can partner with us by -

1. Completely or partially **outsourcing your marketing and communication requirements** to strengthen your reputation. Our solutions range from brand identity development, brand collaterals designing, social media management, public relations, and thought leadership to personal brand building.
2. **Research-based consulting** to enhance stakeholder delight and improve your reputation. Our solutions range from Brand Audits, Media Analysis, Mystery Shopping, and NPS, to Employee Research and more.

With an agile team of experienced and young professionals from diverse backgrounds, we enable you to move from the consideration set to the conversion set and build long-term loyalty.

Our key differentiators are -

1. Understanding of your business

We invest substantial time in understanding the client's industry and business. This enables us to align the positioning strategy with business objectives.

2. Research-based, data-backed tool

We have developed an in-house model to monitor and assess reputation regularly, which not only acts as a foundation for our strategies but also raises an alarm when there is the slightest deviation from the highest standards.

3. Storytelling

Corporate messaging can be quite mundane and may miss drawing attention. Our expertise lies in content curation and presenting it engagingly across all formats. Additionally, we not only amplify the key messages of his positioning more meaningfully but also secure relevant opportunities for professional associations, award nominations, case study creation, and speaking opportunities.

4. Network and relationships

We have strong relationships with education institutes, industrial bodies, corporates, media platforms, and influencers. We leverage these to create meaningful platforms for our clients' holistic positioning.

5. The Eminence Team

We've in our mix brand and reputation strategists, data analysts, designers, content writers, experienced journalists and experienced PR managers with a strong understanding of multiple industries, organizations of varied scales, well-known personalities in the profit as well as non-profit space, and the investment world.

The individual experience of each stakeholder forms a unique and powerful impression about the company or the personality, which in the long run collectively establishes their Reputation. Eminence helps companies strengthen their reputation through specific, and active stakeholder engagement.



We help you build trust so you can boldly reinvent. At PwC, we help clients build trust and reinvent so they can turn complexity into competitive advantage. We're a tech-forward, people-empowered network with more than 370,000 people in 149 countries. Across audit and assurance, tax and legal, deals and consulting we help build, accelerate and sustain momentum.

Find out more at www.pwc.com.

PwC refers to the PwC network and/or one or more of its member firms, each of which is a separate legal entity. www.pwc.com/structure for further details.



Sa-Dhan is an association of Impact Finance Institutions and an RBI-appointed Self-Regulatory Organization (SRO) for Microfinance Institutions. Sa-Dhan is the first and largest association of community development finance institutions in India, formed over two decades ago to support and strengthen the agenda of fostering Inclusive Impact Finance in the country. It strives to create a better understanding of the microfinance sector among policymakers, funders, banks, governments, researchers, and practitioners. Sa-Dhan has about 220 members working in 33 states/UTs and over 730 districts, which include both For-profit and Not-for-profit MFIs, SHG-promoting institutions, banks, rating agencies, capacity-building institutions, etc. Sa-Dhan's members with diverse legal forms and operating models reach out to approximately 77 million clients with a loan outstanding of more than ₹2,27,544 crores. Sa-Dhan is also recognised as a National Support Organisation (NSO) by the National Rural Livelihood Mission (NRLM).

