

Quarterly Newsletter

October – December 2020

Vol 2, Issue 3



Note from the CFO



Season's greetings to one and all! We at Chaitanya take utmost pleasure in sharing with you all the fact that, we have crossed another milestone of surpassing a portfolio size of Rs. 1000 Crores. Kudos to team Chaitanya, whose untiring efforts have made the company bounce back from the uncert-

-ainties of COVID-19 pandemic in terms of collections, disbursals and operational efficiencies.

With strong parental backing from Navi Technologies in the form of capital infusion, high liquidity and strong pipeline of borrowing, rating agencies have assigned "A minus" rating with respect to Chaitanya's long-term borrowings. Further, for its operational excellence, Chaitanya has been assigned the highest MFI rating of "M1C1".

Chaitanya with its ambitious plans to expand its geographical presence, has ventured in to Chhattisgarh and Madhya Pradesh and further will be in Tamil Nadu before the end of March 2021. We are also pleased to announce the appointment of Independent Directors Ms. Usha Narayanan and Mr. Sridharan, who have extensive experience in executive positions including Audit and banking respectively. We extend them a warm welcome to Chaitanya family and look forward to their experience and guidance.

With the ushering in of new year, Chaitanya is gearing up for scaling up to greater heights, expanding to new geographies, and its steadfast commitment to improving lives of low-income families in rural India through its financial inclusion mission. We thank our customers, employees, investors and partners in our journey of growth and wish them a Happy and Prosperous New Year 2021.

- Srinivasan C V
CFO

What's inside?

- Note from the CFO
- Expanding our Horizon
- Training Programs
- Diploma in Microfinance
- 5 year Experience in Chaitanya
- Journey at Chaitanya
- Welcome Aboard
- Swatch Branch Abhiyan
- Customer Story
- Moments Captured from the Field
- Employee's Creativity Corner



Expanding our Horizon

| State | Division | Branch | |
|----------------|---------------|--------------------------------------|----------------------------------|
| Jharkhand | Hazaribagh | Itkhor | |
| | | Latehar, | |
| | | Partappur, Balrampur | |
| Bihar | Gaya | Haspura Chakai Sono | |
| | | Champaran | Harnatand Bajpatti Barauli |
| | | | |
| | Uttar Pradesh | Champaran | Sangrampur |
| | | Ayodhya | Harraiya Baskhari |
| Gorakhpur | | Patherdewa Tamkuhiraj Nichlaul | |
| | | | |
| Madhya Pradesh | Indore | Namli Petlawad | |

Training Programs



Karnataka

CRE Refresher Training
Apprenticeship Program
CRE Induction Training

Maharashtra

CRE Refresher Training
BM Training Program
CRE Induction Training

North

CRE Refresher Training
POSH Training Program
JLG Loan Process Training
Audit Officer Trainina
Head Office

Motivational Session - Turn
Setbacks into Comebacks
from "Shiv Khera"

A Step Towards Brighter Future – Diploma In Microfinance Course

“The best investment you can make is in yourself” this statement from Warren Buffet should be a mantra for all youngsters aiming big in life. For such aspiring young CREs, Chaitanya initiated a Diploma course in microfinance in collaboration with Sa- Dhan, an Association of Microfinance Institutions in India.

Sa-Dhan Certified Microfinance Professional courses provides microfinance professionals the required skills and knowledge to become more effective in their job. Chaitanya started with Level 1 course, available in English and 10 other Indian languages, designed for Loan Officers (CREs). Diploma course content will be available on mobile applications and web in the form of videos and documents. Post completing the assignments and clearing the tests, the participants will be issued the ‘Sa-Dhan Certified Microfinance Professional’ certificate. 12 CREs (one from each division) have started their journey of knowing microfinance with the help of a perfectly curated course. Chaitanya wishes success to all the current and future participants.



5 Years of Experience

Chaitanya feels immensely grateful for having dedicated workforce. Warm congratulations to all the associates who have completed 5 years with Chaitanya in this quarter.

Hospet



K.N.Praveenkumar



ArunKumar



Shiva Kumar T



Punith Kumar E

Satara



Dhulappa S D



Vijay Kumar M



Sharnappa T



Suryakant



Papanna



Anand Panchamale



Santosh B



Chandrashekhara



Vageeshaiah

A wonderful decade with Chaitanya

If I have to summarize my 10-year journey at Chaitanya then I'll abbreviate it as 'wonderful'. I started my career back in October 2010 as an Admin Assistant at Kushtagi, Karnataka. During the Andhra crisis, we as a microfinance company confronted the extreme difficulties and pressure in the business transactions. Throughout the crisis, disbursements were withheld for up to 6 months. Eventually, with better planning our organisation grew and so did I. With the increase in branches, recruitment also increased reflecting the expansion of the company. Over the years, Chaitanya team helped me to gain knowledge and understanding of multiple domains as I got various opportunities to play the role of Admin, IT Support and HR personnel at Divisional level.

Later by time growth of the company got accelerated and alongside my career also got levelled up as a Unit Account Officer handling several regions. As we set up the Divisional Offices in Maharashtra and Karnataka my role also got changed to Divisional Accounts Manager. Presently, I work as a Business Support Manager for South Unit. Being a part of the industry over 10 complete years, I can say that commitment towards the ultimate goal and focus on the growth leads to a bright future. I would like to thank people at Chaitanya for their assistance and support.

- Nagaraj V C (Business Support Manager)



Welcome Aboard



Anup Kumar Gupta

Anup completed Company Secretaryship from ICSI. He will be joining us as the Company Secretary having work experience with Asirwad Microfinance.



Vijay Kumar

Vijay joined Accounts team as an Accounts Head. Previously he worked with Bhartiya Urban Private Limited as a Senior Manager post completing Chartered Accountants from ICAI.



Krishna Gautam

Krishna joined IT Team as an IT & Security Manager. Graduated in Computer Application from IGNOU University and holds prior experience of more than 7 years with Cognis Solution.



Isha Sabarwal

Isha Sabarwal joined HR team as a Manager holding previous experience with Utsav Bank IT as a Manager. She completed MBA from IPS College of Technology and Management, Gwalior.



Praveen S

Praveen S, joined Chaitanya as an Assistant HR Manager with previous experience of 4.5 years and joined HR Team. He completed MSW from Gowtham college of Science, Bangalore.



Sachin Taparia

Sachin, a post graduate from IRMA joined the Business Excellence Team.



Bhuvana

Bhuvana joined Chaitanya's IT Team as an IT Help Desk. She carries 3.5 years of experience with Wipro post completing Bachelor's in Technology from Shri Venkateshwara college of Technology and Engineering.



Akshata Joshi

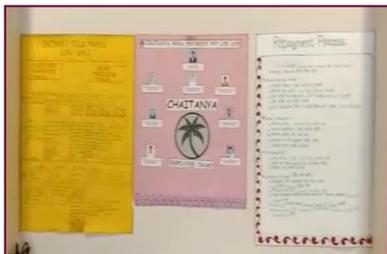
Akshata joined the Audit Team as a Tele caller. She graduated from the Karnataka University, Dharwad and also has work Experience with Athena BPO.



Soundarya

Soundarya, works with Mr. Anand Rao as an MIS Executive. She pursued B.Com from Institute of Advanced Studies, Shivamogga.

Swatch Branch Abhiyan



Jath, Satara, MH



Salon, Ayodhya, UP



Shirur, Aurangabad, MH



Customer Story



Ambitious Asha – Customer Story

Determined, futuristic and accountable, these are just the few adjectives which describe our women customers and we are super glad to have their trust as our strength. Ashabai is one of those strong business women who dare to take risk. Ashabai Sopan Bhendale resides in Bhoigaon centre, Paithan, Aurangabad used to work as a farm labourer. Ashabai faced the problems of irregular employment and found it difficult to meet her daily expenses and to fund the education of her children. She decided to start selling women garments in her spare time to have essential economic support. She was unable to earn sufficient profit in that due to lack of capital. She got to know about the financial services provided by Chaitanya by one of the CREs. She took her first loan of Rs. 25,000 and decided to invest in her business. Eventually her business started flourishing and problems started getting resolved. Ashabai has raised her standard of living by earning a minimum net profit of Rs. 800 to 900 per day. Ashabai Bhendale paid the instalments regularly and also inspired the

women of Bhoigaon area. Chaitanya feels fortunate to extend the support Ashabai in the process of stabilizing her business. Chaitanya's inspiration is the satisfaction she expressed looking at her self-established business. After repaying the first loan, she took Rs 50,000 loan from Chaitanya, emphasizing on expansion of business. Along with women garments, kids wear business has also been started. Ashabai Bhendale is an inspiring example of raising one's standard of living.

Moments Captured From The Field



Deepawali Pooja, Ayodhya



Theme Based Rangoli, Satara

Employee's Creativity Corner



Not matter what, we should always keep our passion alive. Rakshitha an Assistant Manager – Credit maintains an impressive blog. [Rakshitha's Sketches](#).

Customer Grievance Number:

MFIN: 1800-102-1080, Karnataka: 1800-103-5185 Maharashtra: 1800 2126 685, Bihar, UP, Jharkhand: 1800-1216-685

Employee Grievance Details:

Emailid: employee.grievance@chaitanyaindia.in, Mob No: 9108627885 Contact number: 080 - 2675 6767 / 2675 0016

Editorial Team

Rajesh Pal, Swarna Sharma, Praful Madhave, Arun Gowda, Mayank.

Share your original creations and get featured in the next newsletter. We welcome all your feedbacks, suggestions and views. Connect with us at communication@chaitanyaindia.in. Follow Us On:

