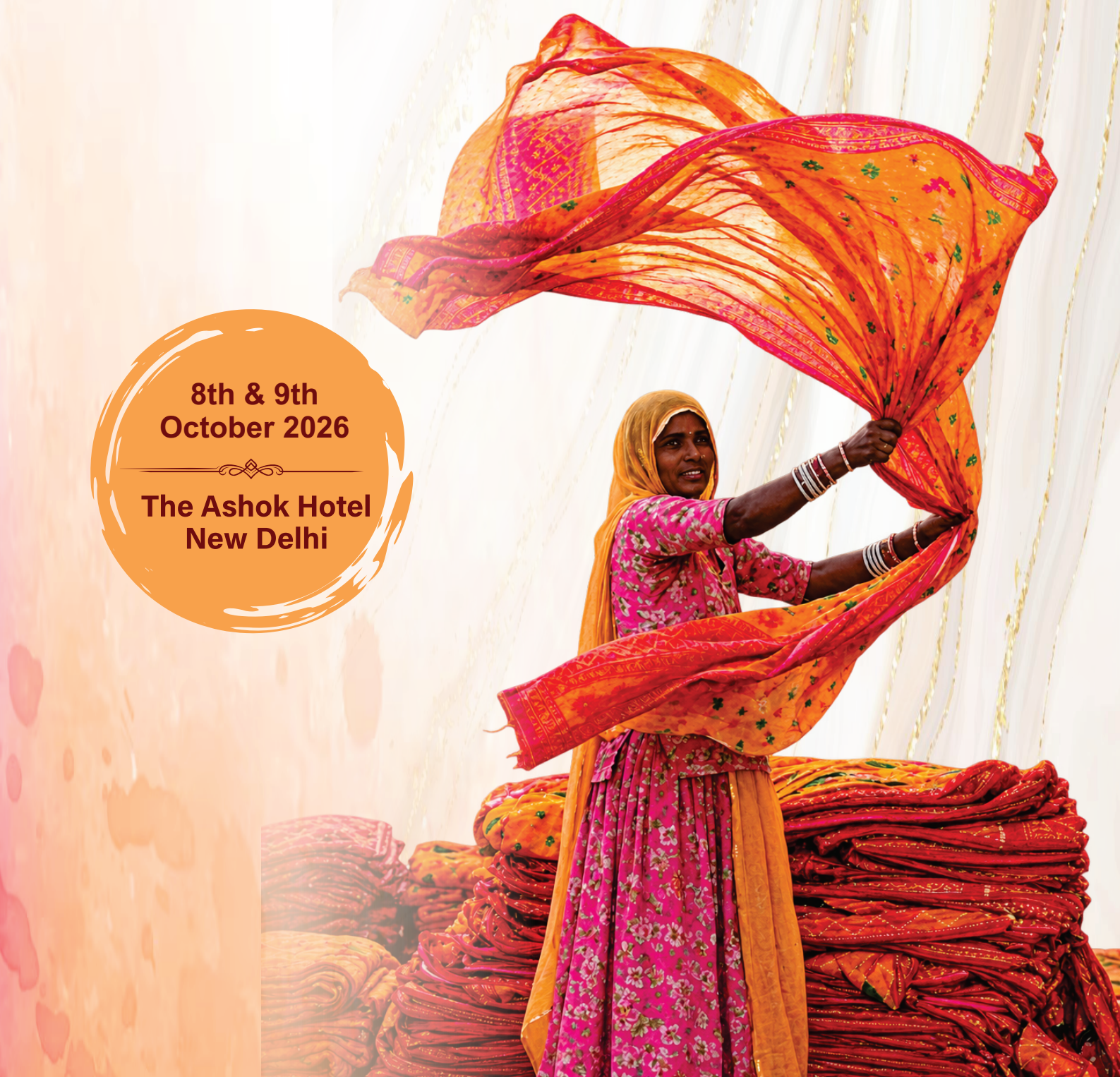
Sa-Dhan

Fostering Inclusive Impact Finance

21st National Conference on Inclusive Growth

Microfinance: Resilient Growth for Responsible Lending



8th & 9th October 2026

The Ashok Hotel New Delhi

Sa-Dhan

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"Microfinance: Resilient Growth for Responsible Lending"

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Introduction

The 21st Sa-Dhan National Conference on Inclusive Growth, to be held at Hotel Ashok, New Delhi, on 8th and 9th October, will focus on the theme "**Microfinance: Resilient Growth for Responsible Lending.**" At a time when the microfinance sector is navigating evolving customer expectations, changing risk dynamics and growing opportunities for innovation, the conference will bring together policymakers, regulators, financial institutions, technology providers, development partners and practitioners to discuss the priorities that will shape the next phase of inclusive finance. The conference aims to foster dialogue on how the sector can achieve sustainable growth while preserving its commitment to customer well-being, financial inclusion and responsible practices.

This year's theme highlights the importance of building institutions that are resilient, customer-centric and responsive to evolving needs. Resilience in microfinance goes beyond financial performance; it encompasses the ability to support customers through economic, social and environmental challenges while maintaining sound governance, risk management and responsible lending discipline. Sustainable growth must be accompanied by transparency, customer protection, appropriate product design and a long-term focus on strengthening household resilience and economic mobility.

Key sessions will examine the factors shaping the future of the sector, including stability, inclusion and innovation; technology-enabled operating models; climate resilience; data-driven underwriting; and access to capital for sustainable growth. Discussions will also explore how inclusive finance can contribute to enterprise development, social security, quality of life enhancement and the broader vision of Viksit Bharat.

Technical sessions will focus on emerging opportunities and challenges facing the sector, including responsible use of AI and alternative data, management of household indebtedness, region-specific growth strategies and evolving customer aspirations. The conference will conclude with a discussion on balancing scale, profitability and social impact, highlighting what responsible and meaningful growth should look like in the next phase of microfinance.

Join us at the conference to bring together perspectives from across the ecosystem and build a shared understanding of how resilient growth can be achieved through responsible lending. Together, let us strengthen the partnerships, practices and innovations that will expand opportunity, deepen inclusion and enhance the quality of life of millions of households across India.

Session Plan

Programme Schedule

Day 1 - 8th October	
08:45–09:45	**Registration**
09:45–11:00	**Inaugural Session (Convention Hall)** Welcome Address – **Dr K. Paul Thomas**, MD & CEO, ESAF Small Finance Bank & Chair Sa-Dhan Special Address - **Mr V. Vaidyanathan**, MD & CEO, IDFC First Bank Keynote Address - **Dr Shaji Krishnan V**, Chairman, NABARD **Release of Bharat Microfinance Report 2026** Release of **'CSR Initiatives of Micro Lenders -Stories beyond Credit 2.0'** Felicitation of **Mr Chandra Shekhar Ghosh**, Chairman, Bandhan Group, in recognition of his outstanding contribution to the microfinance sector Vote of Thanks – **Mr Jiji Mammen**, ED & CEO, Sa-Dhan
11:00–11:30	**Leadership Dialogue** **Financial inclusion in a Phygital way** **Mr Rama Mohan Rao Amara**, MD, State Bank of India **Mr Tamal Bandyopadhyay**, Consulting Editor, Business Standard **Session Brief:** Indian microfinance is entering a phase where the sector is expected to deliver wider inclusion while also demonstrating stronger institutional stability, better portfolio discipline and greater customer sensitivity. The conversation on stability, inclusion and innovation is timely because microfinance institutions today operate at the intersection of social purpose, commercial sustainability, regulatory expectations and evolving customer needs. As the sector matures, the question is no longer only how to reach more customers, but how to serve customers responsibly, transparently and consistently across economic cycles. This dialogue provides a leadership lens on the next horizon for Indian microfinance, focusing on how institutions can protect trust, strengthen resilience and use innovation in ways that deepen inclusion rather than create new forms of exclusion. **Expected Discussion Points** 1. What stability should mean for the microfinance sector in the coming years, including portfolio quality, governance, liquidity, customer confidence and institutional resilience. 2. How the inclusion agenda is evolving from expanding credit access to enabling meaningful financial participation, informed choices and long-term household resilience. 3. Where innovation can responsibly improve the sector, including digital channels, data-led decision-making, customer communication, product design and institutional efficiency. 4. How leaders can ensure that innovation strengthens transparency, customer protection and trust rather than creating complexity for low-income customers. 5. The role of collaboration among MFIs, banks, investors, regulators, development institutions and technology partners in building a more resilient inclusive finance ecosystem. 6. The leadership priorities required to sustain responsible growth while preserving the core social purpose of microfinance.
11:30–12:00	**Chai For Change**

12:00–12:10	Keynote Address by **Mr Prakash Kumar**, DMD, SIDBI on "Unlocking the Enterprise Potential for Microfinance"
12:10–12:15	Release of **Knowledge Paper by Sa-Dhan & HSBC** on **"Bridging the Divide: Digital Literacy as the Gateway to High-Tech Microfinance"**
12:15– 13:30	**Plenary Session 1: High-Touch, High-Tech: Rewiring MFI Operations through Technology and Customer Connect** Moderator - **Ms Ritu Singh**, Editor-Banking, CNBC TV18 Speakers: **Dr H P Singh**, CMD, Satin Creditcare Network Ltd. **Mr Dibyajyoti Pattanaik**, Director, Annapurna Finance Pvt. Ltd. & MD, Annapurna Tech Universe Pvt. Ltd. **Mr Krishnadas Nair**, Group Head-MF, Bharat Banking, Axis Bank **Mr Govind Singh**, MD & CEO, Utkarsh Small Finance Bank **Dr Noopur Chaturvedi**, MD & CEO, NPCI Bharat BillPay Ltd. **Session Brief:** Microfinance has always been built on proximity, trust and human relationships. At the same time, institutions are increasingly using technology to improve scale, speed, efficiency, risk management and customer engagement. The central challenge is to ensure that technology does not make microfinance impersonal, especially for customers who may have limited digital confidence, limited formal financial exposure or uneven access to devices and connectivity. A high-touch, high-tech approach recognises that technology works best when it is supported by informed customers, responsive field teams and institutions that continue to prioritise dignity, transparency and trust. The launch of the Sa-Dhan and HSBC white paper on financial and digital literacy provides an important public anchor f or the session, highlighting why customer capability-building is essential for meaningful digital inclusion among economically vulnerable households. **Expected Discussion Points** 1. What a high-touch, high-tech microfinance model should look like in practice, and how institutions can balance digital efficiency with relationship-led service. 2. How financial literacy and digital literacy can help low-income customers understand products, use digital tools safely and participate more confidently in formal finance. 3. The types of customer journeys where technology can reduce friction, improve convenience and strengthen service quality without weakening personal trust. 4. The moments where human guidance, assisted service or field-level intervention remains essential, especially for first-time users, vulnerable customers or complex financial decisions. 5. How MFIs can build customer confidence around digital transactions, consent, grievance redressal, data privacy, fraud prevention and responsible product usage. 6. How branch teams, field officers and digital channels can work together to create a more seamless and inclusive customer experience. 7. What partnerships are needed among industry bodies, banks, funders, technology providers and community institutions to scale literacy and assisted digital adoption. 8. How leadership teams can measure success beyond digital adoption numbers, including trust, usage quality, customer capability, service reliability and protection outcomes.
13:30 - 14:15	**Lunch**

14:15 - 15:15	**Release of Report on "Resilient Recovery: Microfinance finds its footing again"** **Technical Session 1: Microfinance 2.0: Operating Models & Emerging Trends (Hall B)** Moderator – **Mr Asim Parashar**, Partner, PwC Speakers: **Mr Raj Narayan Mishra**, DGM, Reserve Bank of India **Mr Chitrabhanu K.G.**, EVP & Country Head - Agri, Micro & Rural Banking, Federal Bank **Mr J Balakrishnan**, Whole-time Director & CEO, Belstar Microfinance Ltd. **Mr Rahul Kotabage**, Director & Head - Research & Consulting, TransUnion CIBIL **Dr Abhishek Agrawal**, Managing Partner, Accion **Session Brief:** Microfinance institutions are rethinking their operating models as customer expectations, regulatory scrutiny, funding conditions, competition and technology adoption continue to evolve. The next generation of microfinance will require institutions to become more agile, data-aware, risk-conscious and customer-oriented, while retaining the last-mile strengths that have historically defined the sector. Responsible growth requires more than expanding outreach or improving productivity. It demands operating models that can manage credit risk, support frontline discipline, improve service consistency, strengthen governance and respond to local market conditions. This session creates space to examine how MFIs can modernise internal systems and processes while continuing to serve low-income customers responsibly. **Expected Discussion Points** 1. The major shifts influencing MFI operating models, including customer behaviour, regulatory expectations, competition, technology adoption and funding environment. 2. How branch, field, digital and central operations can be redesigned to improve consistency, responsiveness and cost-effectiveness. 3. The capabilities required for responsible growth, including risk management, process discipline, data quality, governance, customer protection and performance monitoring. 4. How MFIs can use analytics, workflow tools and digital processes to improve productivity without weakening customer understanding or field accountability. 5. What responsible growth means operationally, including appropriate customer selection, transparent communication, repayment discipline and early stress identification. 6. How institutions can build scalable operating models that remain sensitive to local realities, customer vulnerability and market-level risk. 7. The change management priorities for MFIs, including staff capability-building, leadership alignment, technology adoption and institutional culture.
14:15 - 15:15	**Release of Knowledge Product on "Financing Climate Smart Agriculture"** **Technical Session 2: Aiming Sustainable Growth: Strategizing Climate Risk into Microfinance Operations (Hall A)** Moderator: **Dr Agyeya Trippathi**, Sector Expert Speakers: **Dr Prasun Kumar Das**, Secretary General, APRACA **Dr Haragopal Yandra**, MD, NABFINS Ltd. **Mr Sunil Jadli**, CEO, Sanghamithra Rural Financial Services **Mr Suresh Venkatesan**, Whole-time Director & CEO, CRIF High Mark Credit Information Services Pvt. Ltd. **Mr Kirtiman Awasthi,** Project Director - Climate Adaptation, Resilience & Climate Finance, GIZ India **Session Brief:** Climate variability and environmental shocks are increasingly affecting the lives and livelihoods of low-income households. Customers dependent on agriculture, livestock, informal enterprises, daily wages or climate-sensitive local economies may experience income disruption, asset loss, health risks and repayment stress when exposed to floods, droughts, heat waves or other shocks. For microfinance institutions, climate risk is therefore not only an environmental issue; it is connected

	to customer resilience, portfolio quality, risk management and product relevance. This session explores how microfinance can respond to climate vulnerability through better risk understanding, more resilient products, advisory support, partnerships and operational preparedness. **Expected Discussion Points:** 1. How climate-related shocks affect household cash flows, livelihoods, asset quality, business continuity and repayment capacity among low-income customers. 2. What types of climate vulnerability MFIs need to understand at customer, branch, geography and portfolio level. 3. How climate risk can be incorporated into credit appraisal, customer segmentation, portfolio monitoring and early warning systems. 4. The role of climate-resilient products, insurance linkages, emergency credit, savings behaviour and livelihood advisory in strengthening household resilience. 5. How MFIs can communicate climate-related risks and preparedness measures in simple, practical and locally relevant ways. 6. What partnerships with insurers, development institutions, government programmes, climate experts and community organisations can support practical resilience-building. 7. How institutions can balance climate-sensitive lending with affordability, inclusion and responsible customer engagement.
14:15 - 15:15	**Technical Session 3: Technology in Underwriting - Use of AI and Alternative Data for Credit Decisions (Hall C)** Moderator: **Mr Sasidhar Thumuluri**, Sector Expert Speakers: **Mr Arun Seethamraju**, Vice President - Growth and Success, RBIH **Mr Gautam Jain**, Managing Director, Vedika Credit Capital Ltd. **Mr Vipul Sekhsaria**, Co-founder & COO, Kaleidofin **Mr Jagadish Babu Ramadugu**, MD & CEO, Pragati Finserv **Mr Anant Deshpande**, Founding Co- Founder- Finbox & Sector Expert **Session Brief:** Credit decisioning in microfinance is changing as institutions explore artificial intelligence, analytics and alternative data to assess customers with limited formal credit histories. These tools can potentially improve access, reduce turnaround time, identify risk patterns and support more consistent underwriting. However, technology-led underwriting also raises important questions around fairness, explainability, data quality, customer consent, model governance and responsible lending. For low-income customers, the consequences of inappropriate credit decisions can be significant. This session examines both the promise and the responsibility of using AI and alternative data in microfinance underwriting. **Expected Discussion Points:** 1. Where AI, machine learning, analytics and alternative data can add value in assessing thin-file, new-to-credit or informally employed customers. 2. The types of alternative data that may be relevant for underwriting and the safeguards needed around quality, consent, privacy and appropriate use. 3. How institutions can avoid bias, opacity or over-reliance on automated decisioning in contexts where customer vulnerability is high. 4. The role of human oversight, field validation and credit judgment in complementing data-led underwriting models. 5. How model governance should address explainability, monitoring, validation, accountability and periodic recalibration. 6. How technology-enabled underwriting can improve access and efficiency while maintaining affordability, suitability and responsible lending discipline. 7. What regulatory, ethical and operational questions MFIs should consider before scaling AI-driven credit decisioning.

15:15 - 15:45	**Chai For Change**
15:45 - 16:00	**Low Income Housing Finance Champion Award 2026**
16:00 - 16:15	Keynote Address by **Mr Manoj Muttathil Ayyappan**, Joint Secretary, Department of Financial Services, Ministry of Finance, GoI
16:15 - 17:15	**Round Table - Capital for Scale: Debt and Equity Funding for Sustainable Growth** Moderator: **Mr Asit Ranjan Mishra**, Economic Affairs Editor, Business Standard Speakers: **Mr Praveen Saha,** Chief Business Officer, Unity Small Finance Bank **Mr Sajeesh Nair**, EVP & Business Head – Microfinance & Sustainable Livelihood Initiative, HDFC Bank **Mr Sadaf Sayeed**, CEO, Muthoot Microfin Ltd. **Mr Rahul Gupta**, Director & CEO, Avanti Finance **Mr Abhijit Ray**, Co-Founder & MD, UC Inclusive Credit **Session Brief:** Microfinance institutions today operate in an environment where growth ambitions, profitability expectations and access to capital are increasingly interconnected. As the sector matures, investors, lenders, development finance institutions and capital providers are placing greater emphasis on portfolio quality, governance standards, risk management capabilities and long-term business resilience. Access to capital is no longer driven solely by growth prospects; it is increasingly influenced by the confidence that institutions inspire through disciplined execution, transparent practices and sustainable performance. For leaders, the challenge is not simply to raise capital, but to build institutions that remain investible across business cycles while continuing to deliver responsible growth. Boards and management teams must balance shareholder expectations, funding requirements, customer outcomes and regulatory responsibilities in a way that strengthens long-term stakeholder trust. In a sector where confidence can influence both funding availability and growth opportunities, the ability to demonstrate resilience, governance discipline and strategic clarity has become a critical leadership priority. This round table brings together CEOs, investors and sector leaders to discuss how microfinance institutions can strengthen capital confidence while pursuing growth and profitability. The discussion will explore what makes an institution attractive to capital providers, how leaders can navigate evolving funding expectations, and the strategic choices required to build sustainable, resilient and well-capitalised businesses. **Expected Discussion Points:** 1. How CEOs and boards balance growth ambitions, profitability targets and the need to maintain investor and lender confidence. 2. What capital providers increasingly look for in microfinance institutions, including governance, portfolio quality, risk management, leadership credibility and business resilience. 3. How funding expectations have evolved in the current operating environment and what this means for management teams. 4. How institutions can build confidence among banks, investors, DFIs and capital market participants during periods of sector volatility or economic uncertainty. 5. The role of transparency, disclosure, governance and performance discipline in strengthening access to both debt and equity capital.
17:15 - 17:30	**The WASH Excellence Awards 2026**
Day 2 - 9th October	

10:00–10:30	**Thought Leadership Conversation** **Journey towards Viksit Bharat: Enhancing Quality of life of the Bottom of the Pyramid** **Dr V. Anantha Nageswaran**, Chief Economic Adviser to the Government of India **Mr Tamal Bandyopadhyay**, Consulting Editor, Business Standard **Session Brief:** The vision of Viksit Bharat calls for economic growth that is both broad-based and inclusive, ensuring that improvements in prosperity translate into better quality of life for all sections of society. While India has made significant progress in financial inclusion, digital connectivity, infrastructure development and welfare delivery, the next phase of development will depend on creating sustainable pathways for economic mobility, livelihood enhancement and household resilience. For households at the bottom of the pyramid, quality of life is influenced not only by income growth but also by access to opportunities, essential services, social protection and the ability to participate meaningfully in the country's economic progress. Achieving this vision will require greater convergence between public policy, markets, technology and institutions to ensure that growth delivers lasting improvements in well-being. This conversation will explore how India's journey towards Viksit Bharat can accelerate economic mobility and improve quality-of-life outcomes for low-income households, while creating a more resilient, productive and inclusive society. **Expected Discussion Points:** 1. What the vision of Viksit Bharat means for households at the bottom of the pyramid and how quality of life should be measured beyond income growth. 2. The key drivers of economic mobility, including livelihoods, entrepreneurship, human capital development and access to opportunities. 3. How financial inclusion can evolve from improving access to enabling long-term resilience, productivity and economic empowerment. 4. The role of digital public infrastructure, technology and innovation in expanding access to services and opportunities. 5. How public policy can better align economic growth with improvements in household well-being and social outcomes. 6. The policy priorities and institutional interventions that can help ensure that the benefits of growth reach every segment of society. 7. The metrics and milestones that should define India's progress towards a more prosperous and equitable society by 2047.
10:30–10:45	Keynote Address by **Mr Rohit Kansal, IAS**, Secretary, Department of Rural Development, MoRD, GoI
10:45–12:00	**Plenary Session 2: Enabling Quality of Life through Income and Protection: Role of Sustainable Enterprises, Investments and Social Security** Moderator: **Mr N Srinivasan**, Development Finance & Livelihood Expert Speakers: **Mr Amit Shukla**, IFoS, Joint Secretary, Department of Rural Development, MoRD, GoI **Ms Sumeet Kaur Kapoor**, Executive Director, PFRDA **Mr Govind Narayan Goyal**, CGM, State Bank of India **Mr Vivek Tiwari**, Chairman, MD & CEO, Satya MicroCapital Ltd. **Mr Amit Arora**, Senior Development Finance Specialist, The World Bank Group **Mr Anjani Kumar Singh**, Senior Program Officer, Gates Foundation **Dr Sajid Amit**, Executive Director, South Asia, Water.Org

	Session Brief: For many low-income households, microfinance is not only a source of credit; it is a pathway to enterprise activity, income stability and greater resilience. Small businesses, self-employment activities and household enterprises often require more than working capital. They need market access, skills, risk protection, savings discipline and support systems that help families withstand shocks. This session looks at the journey from enterprise creation to livelihood strengthening and financial security. It brings into focus the wider purpose of inclusive finance: helping households build income, protect assets, manage uncertainty and improve their quality of life over time. **Expected Discussion Points:** 1. How microfinance can support the transition from basic credit access to enterprise creation, enterprise expansion and livelihood stability. 2. What micro and small entrepreneurs need beyond loans, including capabilities, market linkages, digital tools, mentoring, risk protection and working capital discipline. 3. How financial services can be designed to support household resilience, including savings, insurance, pensions, emergency finance and responsible credit. 4. The linkage between enterprise income, household financial security and long-term social security outcomes. 5. How MFIs can identify customers with enterprise potential and provide differentiated support without increasing over-indebtedness risk. 6. The role of ecosystem partnerships with development institutions, government programmes, corporates, market platforms and community organisations. 7. How success should be measured beyond loan disbursement, including income stability, business continuity, resilience and improved household well-being.
12:00–12:30	**Chai For Change**
12:30 - 13:30	**Technical Session 4: Optimising Household Indebtedness through Better Underwriting (Hall C)** Moderator - **Ms Hamsini Karthik**, Senior Editor - Banking & Financial Services, Moneycontrol Speakers: **Mr Sanjeev Singha**, CEO, Association of Small Finance Banks of India **Ms Aditi Singh**, Chief Strategy Officer, Satin Creditcare Network Ltd. **Mr Udeesh Ullas**, Chief Operating Officer, Muthoot Microfin Ltd. **Mr Sachin Sachdeva**, Vice President & Co-Group Head, Financial Ratings, ICRA Ltd. **Mr Harish Raghu**, Consultant & Director, Good Books Capital Advisors **Session Brief:** Household indebtedness is a growing concern for the microfinance sector as low-income households increasingly borrow from multiple institutions while relying on incomes that are often informal, seasonal or difficult to verify. Strengthening underwriting therefore requires better household-income assessment, more comprehensive credit bureau checks and early identification of repayment stress. This must be supported by appropriate frontline incentives, clear governance and stronger collaboration across the ecosystem. The challenge is to improve underwriting discipline and portfolio quality without excluding viable low-income households that lack formal documentation or conventional credit histories. This session will explore how stronger underwriting standards, effective monitoring, appropriate incentives and ecosystem-wide collaboration can help manage household indebtedness while preserving responsible access to credit for viable low-income households.

	Expected Discussion Points: 1. How lenders can assess household income consistently when earnings are informal, seasonal, variable, shared among family members or difficult to document. 2. How credit bureau checks can provide a more comprehensive household-level view, including obligations across lenders, recent enquiries, refinancing patterns, repayment behaviour and signs of credit concentration. 3. How early-warning systems can identify emerging household stress through repayment irregularity, multiple borrowing, repeated refinancing, rapid loan-size increases, geographic concentration, livelihood shocks or declining cash-flow buffers. 4. How business targets, incentive structures and portfolio-growth expectations can be designed so that frontline teams are not encouraged to dilute underwriting standards or overlook customer vulnerability. 5. What governance and accountability mechanisms are required across boards, management teams, credit functions, branch managers and field staff to maintain underwriting quality. 6. How the sector can strengthen underwriting without unintentionally excluding viable low-income households that lack formal documentation or conventional credit histories. 7. How MFIs, banks, NBFCs, credit bureaus, self-regulatory organisations and regulators can collaborate on common assessment standards, market-level monitoring, data quality and coordinated responses in high-stress geographies.
12:30 - 13:30	**Technical Session 5: One Country, Diversified Demands: Crafting Region-Specific Microfinance Strategies (Hall B)** Moderator - **Mr Jiji Mammen,** ED & CEO, Sa-Dhan Speakers: **Mr Wilfred Sigler**, Managing Director, Equifax India **Dr Roy Varghese**, CEO, Asirvad Micro Finance Ltd **Mr Anil Kumar S.S**, CEO, SKDRDP BC Trust **Mr Amal S Pilla**, Director, PwC **Session Brief:** India's microfinance landscape is highly diverse. Customer livelihoods, repayment behaviour, household cash flows, competition, geography, climate exposure, migration patterns, local enterprise opportunities and social norms can vary significantly across regions. A strategy that works well in one market may not be suitable in another. Region-specific microfinance strategy is therefore about understanding local realities while maintaining institutional discipline. This session explores how MFIs can design market-sensitive approaches to growth, risk management, product relevance and customer engagement without compromising governance, compliance or responsible lending standards. **Expected Discussion Points:** 1. What makes Indian microfinance markets different across regions, including livelihood patterns, income cycles, credit culture, competition and customer expectations. 2. How institutions can use local market intelligence to design distribution, product, collections and engagement approaches that fit regional realities. 3. How to balance regional flexibility with centralised risk guardrails, policy discipline, governance and regulatory compliance. 4. The role of branch-level and field-level feedback in identifying local stress signals, emerging opportunities and customer needs. 5. How region-specific strategies can improve portfolio quality, customer relevance and sustainable growth. 6. What data, processes and leadership structures are required to manage diversified regional strategies at scale.

12:30 - 13:30	**Technical Session 6: Changing Customer Aspirations: Serving Tomorrow's Needs (Hall A)** Moderator - **Mr N S Vishwanathan**, Former Deputy Governor, Reserve Bank of India Speakers: **Ms Sugandh Saxena,** CEO, FACE **Mr LVLN Murty**, MD & CEO, Dvara KGFS **Mr Malkit Singh Didyala**, Co-Founder, and Whole Time Director, CEO, CIO, Sindhuja Microcredit Pvt. Ltd. **Ms Misha Sharma**, Lead, Dvara Research **Dr Arun Raste** , Former CEO NCDEX & Sector Expert **Session Brief:** The microfinance customer is changing. Younger households, growing micro-enterprises, digitally exposed customers and families with aspirations around education, housing, mobility, healthcare and business growth may expect more than traditional group credit. Tomorrow's customer may seek convenience, transparency, faster service, customised products, respectful engagement and solutions that support larger life goals. For MFIs, the opportunity is to remain relevant while continuing to serve responsibly. This session examines how institutions can understand emerging customer aspirations and adapt their value proposition without losing sight of affordability, suitability and protection. **Expected Discussion Points:** 1. How customer aspirations are changing across income generation, education, housing, health, mobility, enterprise growth and household security. 2. What tomorrow's customer may expect from MFIs in terms of convenience, transparency, speed, dignity, product relevance and service quality. 3. How MFIs can use customer insights, segmentation and life-stage understanding to design more relevant financial solutions. 4. The opportunity to move from product-led engagement to need-led customer relationships. 5. How institutions can serve aspirational customers responsibly without encouraging unsuitable borrowing or over-indebtedness. 6. The role of partnerships in meeting broader customer needs that extend beyond the core capabilities of MFIs.
13:30 - 14:30	**Lunch**
14:30 - 15:30	**Plenary Session 3: Growth that Matters: Balancing Scale, Profitability and Social Impact in Microfinance** Keynote Address by **Mr Kesavan Ramachandran**, ED, Reserve Bank of India Moderator: **Prof. M. S. Sriram**, IIM Bangalore Speakers: **Dr K Paul Thomas**, MD & CEO, ESAF Small Finance Bank **Mr S B Singh**, ED, Indian Bank **Mr Mukul Jaiswal**, MD, Cashpor Micro Credit **Ms Hannah Muthoot**, Non Executive Director & Head of Strategy, Muthoot Microfin Ltd **Ms Madhu Khetan**, Integrator, PRADAN

	Session Brief: Microfinance has long been expected to deliver both commercial sustainability and meaningful social outcomes. As the sector matures, the conversation is no longer confined to the scale of outreach or portfolio growth, but increasingly focuses on the quality and impact of that growth. While profitability and resilience remain essential for institutional sustainability, the sector's long-term relevance depends on its ability to improve the financial well-being, resilience and economic aspirations of the households it serves. This session explores how microfinance institutions can balance growth and profitability with measurable social impact, and what responsible, high-quality growth should look like in the next phase of the sector's evolution. **Expected Discussion Points:** 1. What social impact should mean in the context of modern microfinance and how it should be measured beyond customer acquisition and portfolio expansion. 2. How institutions can balance growth ambitions and profitability expectations with customer outcomes and long-term household well-being. 3. How microfinance can contribute to livelihood enhancement, enterprise development, income generation and household resilience. 4. The indicators that best reflect meaningful impact, including financial security, economic mobility, business growth and resilience to shocks. 5. How boards, management teams, investors, lenders and regulators can encourage a stronger focus on impact alongside financial performance. 6. How technology, data and customer insights can be used to better understand and improve development outcomes. 7. What the future success of microfinance should look like if the sector is to remain both commercially sustainable and socially relevant.
15:30 - 15:45	**The Elaben Memorial Award 2026**
15:45 - 16:00	**Valedictory Session** **Dr Ajay K Sood**, DMD, NABARD
16:00 - 16:15	**Felicitation of Sponsors and Partners** **Ms Sunitha Nara**, Associate Director, Sa-Dhan **Closing and Vote of Thanks** **Mr Jiji Mammen**, ED & CEO, Sa-Dhan

Speakers Profile



Dr V. Anantha Nageswaran
Chief Economic Adviser
The Government of India

Dr V. Anantha Nageswaran is the 18th Chief Economic Advisor to the Government of India. Before being appointed CEA, he was a writer, author, teacher and consultant. He wrote a weekly column in Mint on Tuesdays from 2007 until 2022. He has co-authored books on Derivatives, Global Finance and the Indian economy. He earned his doctoral degree from the University of Massachusetts in Amherst in 1994 for his work on exchange rate behaviour. In 1985, he received a Post-Graduate Diploma in Management from the Indian Institute of Management, Ahmedabad. He worked in macroeconomic and financial markets research for international financial institutions in Switzerland and Singapore from 1994 to 2011.



Mr Sanjay Lohiya, IAS
Secretary, Department of Financial Services
Ministry of Finance, GoI

Mr Sanjay Lohiya, an IAS Officer of 1994 batch (Assam Meghalaya cadre), has joined as Secretary, Department of Financial Services, Ministry of Finance. Prior to this, he was Special Secretary in DFS and before, he was Additional Secretary in Ministry of Mines. Currently he is also the Government Nominee Director in the Boards of LIC, RBI and SBI.

He joined Indian Administrative Service (IAS) after graduating from St. Stephen's College, Delhi University. Before joining as Additional Secretary, Ministry of Mines, he held various positions, which included Principal Secretary to Chief Minister, Government of Assam, Joint Secretary in Ministry of Agriculture, Director in PMO, etc.

During his stint in the Ministry of Mines, he has implemented several far-reaching reforms in the mining sector. The reforms focus on expediting exploration coverage, promoting the private sector in exploration, fast-tracking auction of mineral concessions, and promoting ease of doing business in the mining sector.



Mr Rohit Kansal, IAS
Secretary, Department of Rural Development
Ministry of Rural Development, GoI

Mr Rohit Kansal is a senior Indian Administrative Service (IAS) officer (1995 batch) and a globally engaged policy leader with over three decades of experience in designing and delivering large-scale public transformation across rural development, sustainability, and industrial systems.

He currently serves as Secretary to the Government of India in the Department of Rural Development, where he leads national efforts to expand rural infrastructure, strengthen livelihoods, and build resilient, market-linked local economies. His work focuses on translating policy into scalable systems that drive inclusive growth and institutional capacity at scale.

As Additional Secretary in the Ministry of Textiles (2022–2025), he led India's ESG agenda for the sector, shaping strategies to position the country as a global hub for sustainable textiles and climate-resilient supply chains. He has earlier held senior roles across trade, clean energy, and infrastructure, bringing a cross-sectoral lens to development and industrial policy.

Mr Kansal also has extensive on-ground governance experience in complex environments, particularly in Jammu & Kashmir, where he led key administrative and development initiatives in a complex and challenging environment. He is known for driving innovative, citizen-centric programmes, including the Back to Village initiative, and for conceptualizing large-scale platforms such as the Bharat Tex the global mega-textile event.

He has also been actively engaged in global policy dialogue and knowledge platforms. He has been invited by institutions such as the International Renewable Energy Agency, World Intellectual Property Organization, and the Clean Energy Ministerial, and has been the Sherpa in the United Nations Secretary General's Sustainable Energy for All (SE4ALL) initiative. In his talks at institutions in the Asia Pacific and beyond, he has brought to global platforms a practitioner's perspective on inclusive development, state capacity, and the interface between sustainability and economic growth.

Mr Kansal has been trained at the London School of Economics, the Indian Institute of Management Calcutta, and the Thapar Institute of Engineering and Technology. He is a Fellow of the Ananta Aspen Centre and an Emerging Leaders Fellow of the Australia-India Institute at the University of Melbourne.



Mr Kesavan Ramachandran
Executive Director
Reserve Bank of India

Mr Kesavan Ramachandran joined the Reserve Bank of India (RBI) in 1993 and brings over three decades of rich experience as a central banker, with expertise spanning Currency Management, Banking and Non-Banking Supervision, Training, and Secretarial functions. He is currently serving as Executive Director, heading the Department of Regulation (Prudential Regulation Division) at RBI.

Mr Kesavan has served as RBI's nominee on the Board of Canara Bank for over five years and was RBI nominee on Auditing and Assurance Standards Board of the Institute of Chartered Accountants of India (ICAI) for two years. He is currently serving on the Board of Export Credit Guarantee Corporation of India (ECGC).



Dr Shaji Krishnan V
Chairman
NABARD

Dr Shaji Krishnan V. is the Chairman of NABARD, India's apex development finance institution for agriculture and rural development. With over three decades of experience spanning commercial banking, development finance, rural & Cooperative banking, digital transformation, and financial inclusion, he has played a pivotal role in advancing technology-led development and inclusive finance. At NABARD, he has championed initiatives in cooperative sector reforms, fintech engagement, data analytics, climate finance, digitalization, and innovation-driven rural development. He serves on the boards of DICGC, ONDC, and NCDC, and chairs NABVENTURES, NABARD's venture capital arm supporting agri-tech and rural innovation. A former Board Member of NPCI and former Chairman of Kerala Gramin Bank, Dr Shaji is widely recognized for his thought leadership on digital public infrastructure, fintech, sustainable finance, and inclusive growth. Dr Shaji earned a Ph.D. in Finance from IIM Kozhikode and a PGDM in Public Policy from IIM Ahmedabad.



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, which includes ESAF Small Finance Bank. He is currently the MD & CEO of the Bank. ESAF Small Finance Bank, established in 2017, has a pan-India presence with 821 banking outlets across 24 states and 2 union territories. It serves more than 1 .04 crore customers.

He founded ESAF as a non-profit society in 1992 by inviting women in the neighbourhood to form Self-Help Groups (SHGs). Since its inception, ESAF has aimed at promoting the socio-economic transformation of some of the remotest regions of India through interventions in financial inclusion and livelihood generation. Financial inclusion and economic empowerment of the poor and the marginalised have been at the forefront of his mission. His contributions have been pivotal in charting the hybrid model of sustainable business by leveraging the benefits of the Self-Help Group and Joint Liability Group models.

Dr K. Paul Thomas is an ardent advocate of servant leadership and bottom-up governance. Under his leadership, ESAF has secured memberships in several national and international organisations. ESAF Foundation is a member of the World Fair Trade Organisation, a global community of social enterprises practising Fair Trade. ESAF Small Finance Bank is the first Indian bank to become a member of the Global Alliance for Banking on Values (GABV), a worldwide independent network of banks using finance to deliver sustainable economic, social and environmental development. Dr K. Paul Thomas avidly supports sustainable development, climate change initiatives, and democratic governance. His contributions have been recognised across local, regional, national, and international platforms, earning him accolades.

Recently, Kerala Agricultural University conferred an Honorary Doctorate in Science on him. He was also recognised as the winner in the Financial Inclusion category at the prestigious IBA 20th Annual Banking Technology Conference, Expo & Citations. Furthermore, under his leadership, ESAF Small Finance Bank won Bronze in the Sustainable Development Goals category at the Cannes Lions for its innovative Dabba Savings Account campaign.

He has also received several prestigious accolades, including the FE Pillar of the BFSI Industry Award at the Financial Express Modern BFSI Summit and the TiE Kerala Entrepreneur of the Year Award. Furthermore, he was conferred with the Atal Pension Yojana Big Believers Award of Excellence and the Circle of Excellence Exemplary Award of Par Excellence, instituted by the PFRDA.

With Dr K. Paul Thomas at the helm, the Bank has achieved significant milestones, including the Circle of Excellence Award from the Pension Fund Regulatory and Development Authority, and the Inclusive Finance India Award 2022, an initiative of ACCESS Development Services in partnership with HSBC India. The Bank was also recognised as the Innovative Bank of the Year and received an honourable mention at the Global SME Finance Awards 2021, organised by the International Finance Corporation. In 2025, ESAF Small Finance Bank secured an upgraded ESG (Environmental, Social, and Governance) rating of 75.4 from CareEdge ESG Ratings Limited, marking a significant improvement from its previous score.

Recently, Dr K. Paul Thomas was elected as the Regional Chair of the Asia Pacific Regional Chapter (APRC) of the Global Alliance for Banking on Values (GABV). Recently he is re-elected as the current Chairman of Sa-Dhan, a pan-India Association of Impact Finance Institutions in India. He previously served as Chairman of the Confederation of Indian Industry (Cll) Kerala Chapter and as President of the Thrissur Management Association. He has also been a board member of various institutions, including the Microfinance Institutions Network (MFIN).



Mr Manoj Mittal
CMD
SIDBI

Mr Manoj Mittal is the Chairman & Managing Director (CMD) at Small Industries Development Bank of India (SIDBI). Prior to this, he served as MD&CEO of IFCI Ltd. for 3 years. During his tenure, IFCI successfully turned the corner in FY2024 with a new business strategy, reporting profit after a series of annual losses. Earlier in his career, he spent 5 years as a Deputy Managing Director at SIDBI and was actively involved in the development and implementation of SIDBI Vision 2.0.

Mr Manoj Mittal has a track record of over 3 decades in propelling organizational growth and driving both impact and profitability through strategic leadership.

As a career Development Banker at SIDBI, Mr Mittal had played a lead role in promoting MFI movement including restructuring of dues of banks to MFIs during the A.P. MFI Crisis in 2010 and implementation of responsible lending initiatives. He also has comprehensive experience in design, management and impact evaluation of various sustainability and developmental programs funded by multilateral agencies/ Government of India. He is a strong votary of Credit Plus approach for holistic development of MSMEs. He has wide experience of providing support to MSMEs/ Startups, financial intermediaries - Banks/ Non-Banking Finance Companies / Micro Finance Institutions, Alternate Investment Funds etc.

An engineer by training, Mr Mittal has, to his credit, a Postgraduate Diploma in Business Management and a Postgraduate Degree in Economics. He is also a Certified Associate of Indian Institute of Banking and Finance.



Mr V. Vaidyanathan
MD & CEO
IDFC FIRST Bank

Mr V. Vaidyanathan (Vaidya) has the rare distinction of building an NBFC and transforming it into a bank. He built Capital First and merged it with IDFC Bank in December 2018 to create IDFC FIRST Bank, where he serves as Managing Director & CEO.

Since 2018, he has led one of the most significant banking transformations in India. Under his leadership, IDFC FIRST Bank has become a leading digital and customer friendly bank. Since the merger, the Bank's deposits have grown from ₹38,000 crore to ₹3 lakh crore in seven years and loans have increased from ₹1 lakh crore to ₹3 lakh crore.

He is recognised as an entrepreneur and institution builder and has received several honours, including EY Entrepreneur of the Year (Financial Services) 2022, Financial Express Banker of the Year 2023, Financial Express Digital Bank of the Year 2024 and Most innovative Company CNBC Asia 2017.



Mr Rama Mohan Rao Amara
Managing Director
State Bank of India

Mr Rama Mohan Rao Amara took over as the Managing Director (Retail Business & Operations), State Bank of India on 1st December 2025. As a MD (RB&O), he oversees retail banking business of SBI, which serves more than 530 million customers in India's largest bank.

Prior to this Mr Amara was MD responsible for International Banking, Global Markets and Technology wings in SBI. He also worked as Group Chief Risk Officer in the bank, where he strived to strengthen the enterprise-wide risk management framework.

As MD & CEO of SBI Card, a pureplay credit card company, for two and a half years, he steered the company successfully and improved its market position. He amassed international experience while handling key assignments in Singapore and the US.

An engineering graduate, Mr Amara also holds recognized financial credentials - CFA (Chartered Financial Analyst) and FRM (Financial Risk Manager).



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 Ritu Singh
Editor-Banking
CNBC-TV18

Ms Ritu Singh is the Banking Editor at CNBC-TV18, where she leads coverage of India's financial sector, corporate developments, and macroeconomic policy. Over a 15-year career in broadcast journalism, she has reported extensively on banking, markets, and the economy, and anchors daily news shows on the channel.

She was recognised among India's Top 40 Under 40 English News Journalists by exchange4media. An Economics graduate from Shri Ram College of Commerce, Delhi, she holds a postgraduate diploma in Broadcast Media from the Asian College of Journalism, Chennai. Her journalism combines a strong grounding in economics with deep newsroom experience, extensive industry networks and an ability to connect policy, business and markets for viewers.



Dr H P Singh
CMD
Satin Creditcare Network Ltd

A law graduate and ICAI Fellow since 1984, Dr HP Singh brings over four decades of financial-services experience, with expertise in financial inclusion, lending and microfinance. A visionary leader and mentor, he has guided SCNL since its inception in 1990, driving its evolution into a leading NBFC-MFI serving millions of rural households through microfinance, MSME and affordable housing loans. Known for his financial acumen, motivational leadership and calm, solution-oriented approach, he continues to be actively involved in the company's operations.

Dr Singh is a member of FICCI's Banking & Financial Institution Committee, former Chair of Sa-Dhan, and Trade Commissioner, Indian ASEAN Trade Council. He completed Harvard Business School's Accion Strategic Leadership Program (2009) and Women's World Banking Leadership Program at Wharton Business School (2011) and holds an honorary PhD in Microfinance from GNA University.

His accolades include Social Innovator (Global HR Excellence Awards, 2017), Golden Globe Tiger Award (2018), Exemplary Leader (World HRD Congress, 2020), CEO of the Year–Microfinance (Quantic, 2021), Pillar of BFSI Industry (Financial Express, 2022), and India's Most Trusted Leader Award (GPTW).



Mr Krishnadas Nair
Group Head-MF, Bharat Banking
Axis Bank

Mr Krishnadas Nair is responsible for Axis Bank's retail and wholesale microfinance businesses. He joined the Bank on January 5, 2021. With a career spanning more than two decades, Krishna brings extensive leadership experience and a strong track record of leading large, cross-functional teams and delivering high-impact results across diverse lines of business. He is also adept at driving digital- and technology-led transformation initiatives while fostering a sustainable, high-performance culture.

Krishna has worked with the Aditya Birla Group, ICICI Bank, and HDFC Life. He has led large teams across B2B and B2B2C businesses and specializes in product and distribution, risk management, and new-market development. Before joining Axis Bank, he was part of HDFC Life's leadership team, where he headed Bancassurance and Strategic Alliances across the PSU and NBFC-MFI segments.

He is also a Board Member of MFIN, the SRO for the microfinance industry. Krishna holds a Bachelor of Science in Statistics and a PGDBM from XIMR He was also nominated for executive leadership programs at INSEAD and IIM Ahmedabad, covering executive coaching, strategy, and digital themes.



Mr Dibyajyoti Pattanaik

Director, Annapurna Finance Pvt. Ltd. &
MD, Annapurna Tech Universe Pvt. Ltd.

Mr Dibyajyoti Pattanaik is a distinguished professional with over two decades of experience spanning microfinance, micro-enterprise development, inclusive finance, and development sector consulting. His professional journey reflects a strong commitment to advancing financial inclusion, fostering entrepreneurship, and enabling sustainable socio-economic development.

He holds a Postgraduate Diploma in Management from the Entrepreneurship Development Institute of India (EDII), Ahmedabad, and has undertaken specialised training in microfinance at the Boulder Institute of Microfinance, Turin, Italy, along with a leadership programme in inclusive finance at Harvard Business School, Boston, Massachusetts. He has also completed the Executive Education Programme on "Leveraging AI & Ecosystem: Strategy to Scale" at INSEAD – The Business School for the World, further strengthening his expertise in strategic leadership, artificial intelligence, and ecosystem-driven growth.

Mr Pattanaik is currently serving as the Director of Annapurna Finance Pvt. Ltd. and Managing Director of Annapurna Tech Universe Pvt. Ltd., playing a pivotal role in shaping the organization's strategic direction, strengthening technology-led financial inclusion, and advancing innovative solutions for underserved communities. Prior to this, he served as the Program Head and CFO of People's Forum in 2007 and also worked as a Business Consultant with APITCO, contributing to initiatives in the Micro, Small and Medium Enterprises (MSME) domain.

His strategic leadership has contributed to the evolution of Annapurna's digital financial ecosystem, including the conceptualisation and development of A-Pay, the Group's digital payments application, which subsequently paved the way for the establishment of Annapurna Tech Universe Private Limited as a dedicated fintech organisation.

Alongside his leadership responsibilities at Annapurna Finance and Annapurna Tech Universe, he also serves as the Chairperson of the Microfinance Institutions Network (MFIN) and President of the Odisha State Association of Financial Inclusion Institutions (OSAFII), contributing to sectoral development and policy advocacy.

His contributions to leadership and organisational development have earned him several recognitions, including Top 100 People Managers by the Great Manager Institute and Forbes India, India's Top Mind at the Indian Brand and Leadership Conclave 2022, and recognition among India's Top 25 Great People Managers of 2024.

Through his vision, institutional leadership, and commitment to innovation, Mr Pattanaik continues to contribute to the advancement of inclusive, accessible, and technology-enabled financial services.



Mr Govind Singh
MD & CEO
Utkarsh Small Finance Bank

Mr Govind Singh serves as the Managing Director and Chief Executive Officer of the Bank. He holds a Bachelor's Degree in Commerce from Delhi University and is a Certified Associate of the Indian Institute of Bankers.

Prior to joining the Bank, he was associated with ICICI Bank Limited as Assistant General Manager. He has also worked with Surya Fincap Limited, UTI Bank Limited, Allahabad Bank, State Bank of Patiala, and Bank Internasional Indonesia.

Earlier, he served as Managing Director and CEO of the Bank's promoter entity, Utkarsh Core Invest. In FY 2022, he received the Award of Excellence for APY Big Believers (ABB) 4.0 from the Pension Fund Regulatory and Development Authority.



Mr Asim Parashar
Partner
PwC

Mr Asim is a Partner with the Financial Services Advisory Practice in PwC India with 29+ years of experience in India and Global Markets.

He has advised CXO's of leading Global and Domestic Financial Services clients (including NBFC-MFI's, Development Institutions, Affordable Housing Finance) in Go-To Market Strategy, improving Operational Efficiency and AI-led Digital Transformation. He has led complex Change Management programs – driven by technologies but impacting humans.



Dr Noopur Chaturvedi
MD & CEO
NPCI Bharat BillPay Ltd.

As a leading voice in India's digital payments revolution, Ms Noopur Chaturvedi has been at the forefront of building secure, interoperable, and inclusive payment ecosystems that serve as a key pillar of India's Digital Public Infrastructure (DPI). Since 2021, she has helmed NPCI Bharat BillPay Limited (NBBL), the country's pioneering platform for bill payments and a wholly owned subsidiary of NPCI. Under her leadership, NBBL has evolved into a trusted infrastructure powering millions of transactions and enabling financial convenience for consumers and businesses alike.

With over two decades of experience in Banking and Financial Services, Noopur is known for her ability to scale businesses and drive innovation in dynamic markets. She has led transformative strategies, forged impactful partnerships, and introduced breakthrough solutions that have set industry benchmarks. Her career includes leadership roles at PayU and Airtel Payments Bank, along with significant contributions at global organizations such as Citibank, ING, and Samsung.

Looking ahead, Noopur envisions a future where the payments and collections ecosystem becomes seamless, secure, and universally accessible, fuelling financial inclusion and strengthening India's digital economy through robust public infrastructure.

She is an alumna of The Wharton School, where she completed the Advanced Management Program in Business Management and Administration. She holds a PhD in Strategic Management from the Indian Institute of Management, Lucknow, and has a PGDBM from the premier institute, bringing a strong foundation in institutional strategy. She also has a B.Tech in Computer Science from Harcourt Butler Technical University, where she was a merit holder.



Mr Raj Narayan Mishra
DGM
Reserve Bank of India

Mr Raj Mishra is a Deputy General Manager at the Reserve Bank of India (RBI) with over eighteen years of extensive regulatory and operational experience. He specializes in financial sector supervision, payment systems, and robust risk management frameworks. Currently positioned within the Department of Supervision, Mr Mishra leads the regulatory oversight and supervision of Non-Banking Financial Companies (NBFCs), including NBFC-MFIs (Microfinance Institutions).

Prior to his career at the central bank, he spent six years gaining valuable experience within the general insurance industry. Mr Mishra possesses a comprehensive academic and professional foundation; he is a law graduate from Delhi University and an Associate Member of the Institute of Company Secretaries of India (ACS). Furthermore, he holds the prestigious Financial Risk Manager (FRM) designation and has successfully cleared CFA Level-2, blending legal acumen with financial expertise.



Mr Chitrabhanu K.G.
EVP & Country Head - Agri, Micro & Rural Banking
Federal Bank

Mr Chitrabhanu K G serves as the Executive Vice President and Country Head for Agri, Micro & Rural Banking at the Bank. In this role, he leads the Bank's strategic initiatives aimed at fostering inclusive growth and enhancing financial access across rural and semi-urban markets, in alignment with the Bank's vision.

With a distinguished tenure of over 27 years at the Bank, Mr Chitrabhanu brings a wealth of experience across multiple banking domains. Prior to his current role, he held the position of Executive Vice President and Country Head for Retail Assets and Cards, where he played a pivotal role in expanding the Bank's retail lending portfolio. His expertise in the retail business spans more than 14 years. Mr Chitrabhanu holds a Bachelor's degree in Agriculture and an MBA.



Mr J Balakrishnan

Whole-time Director & CEO
Belstar Microfinance Ltd.

Mr J. Balakrishnan is a distinguished banking and financial services professional with over 39 years of industry experience. He began his career with Indian Overseas Bank, where he developed extensive expertise across banking operations, internal audit, credit management, public relations and consultancy. He currently serves as Whole-Time Director and CEO of Belstar Microfinance Limited, where he has been instrumental in driving the organisation's strategic turnaround and operational growth. He has also served as Financial Advisor to the Technology Development Board, Government of India, evaluating the commercial viability of innovative and large-scale production projects. His core expertise spans corporate, retail and rural credit, with a strong focus on financial inclusion, priority sector lending and SHG financing. Beyond his professional contributions, he actively mentors banking professionals and supports rural empowerment through financial literacy, entrepreneurship and skill-development initiatives. An accomplished international athlete, he has represented India in basketball and is also a certified international fitness trainer.



Mr Rahul Kotabage

Director & Head- Research & Consulting
TransUnion CIBIL

Mr Rahul is a Chartered Accountant and seasoned banking professional with over 15 years of experience across banking, financial services, and analytics. He has deep expertise in leveraging data-driven insights to support strategic decision-making across Retail, Commercial, and Microfinance segments. Drawing on his experience across both banking institutions and TransUnion CIBIL, Rahul combines strong industry knowledge with advisory expertise to drive thought leadership, foster industry dialogue, and help stakeholders navigate emerging opportunities and evolving challenges in the lending ecosystem.



Dr Abhishek Agrawal
Managing Partner
Accion

Dr Abhishek Agrawal is Managing Partner, Accion Digital Transformation Fund - ADTx, a global fund investing in emerging markets in financial services companies; and supporting them in digital transformation. Abhishek comes with extensive experience in investment, portfolio management, strategy and business planning. Abhishek had worked in various roles in the financial services sector across the globe and now leads the fund. He is on several boards of financial services institution and companies. Abhishek is a Chartered Accountant, MBA in Finance and has a Ph.D. in municipal financial reforms.



Dr Agyeya Trippathi
Sector Expert

Dr Agyeya Tripathi is a strategic advisor and development finance specialist who partners with international organizations, governments, and financial institutions to drive resilience in inclusive finance. Operating at the intersection of climate risk, impact finance, and inclusive growth, Dr Tripathi currently advises GIZ on climate vulnerability frameworks, serves as a Finance Expert with UNDP for the Government of Uttar Pradesh, and collaborates with IFAD on national microfinance strategy in Ethiopia. He also works closely with the Government of Odisha on SHG policy evaluations. Trusted by NBFC-MFIs and corporate leaders, he specializes in designing advanced socio-economic and climate-risk scoring models that optimize risk management, governance, and access to sustainable funding.



Dr Prasun Kumar Das
Secretary General
APRACA

Dr Prasun Kumar Das is a distinguished practitioner of rural and agricultural finance, currently serving as the Secretary General of the Asia-Pacific Rural and Agricultural Credit Association (APRACA) based out of Bangkok. He holds a PhD in Agricultural Sciences, MBA in Financial Management and a Certified Associate of Indian Institute of Bankers (CAIIB). Dr Das is a receipient of prestigious C H Bhaba Fellowship of Indian Bankers Association and Post Doctoral Fellowships from Government of India . Prior to his leadership at APRACA, Dr Das held important positions with international organizations, including FAO, IFAD and DFID. He also served as as an Associate Professor of Agribusiness and Finance and as senior executive in the Indian banking sector. His expertise spans over sustainable rural finance, value chain finance, inclusive climate-resilient agriculture, and digital financial services. Dr Das is a prolific reseracher and has a robust academic footprint in the areas of sustainable finance to agrifood sector.



Mr Satyaki Rastogi
CGM
SIDBI

Mr Satyaki Rastogi, Chief General Manager, is a seasoned development banker with over three decades of service at the Small Industrial Development Bank of India (SIDBI). As Chief General Manager, he presently heads the Green Climate Finance Vertical which plays a pivotal role in ensuring that SIDBIs forays in making the MSMEs adapt green manufacturing practices are impactful and contribute towards fulfilling the national objectives. He is responsible for SIDBI's endeavor to make available affordable credit for MSMEs, to ensure that MSMEs greening ambition is fulfilled with minimal strain on their cashflows. He is also responsible for developing new models of lending, including risk sharing, for the lenders to take up green financing in a big way. He is also the Incharge of Government Program Vertical which oversees the important Govt. Schemes for MSMEs as Project Management agency and Technical Partner. Flagship schemes of GoI like MSE-GIFT, MSE-SPICE, ADITEE, PM Svanidhi and PM Vishwakarma alongwith subsidy schemes of many other GoI ministries are delivered to MSMEs through the team led by him. In his earlier role as Head of the Micro finance operations, ip, SIDBI piloted the ambitious Prayaas Program, designed to bridge the "missing middle" by increasing access to credit for informal micro-enterprises. Mr Rastogi has also spearheaded SIDBI's initiatives in co-lending for MSMEs in rural and semi-urban areas. He also served as Chief Vigilance Officer of State Bank of Travancore, strengthening governance and transparency mechanisms.



Dr Haragopal Yandra
MD
NABFINS Ltd.

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. Dr Y Haragopal took charge as the Managing Director of the company with effect from August 14, 2026.



Mr Sunil Jadli
CEO
Sanghamithra Rural Financial Services

He is a postgraduate in Agriculture Sciences from Acharya N G Agriculture University, Hyderabad. Prior to joining Sanghamithra, Sunil worked with Jana Small Finance Bank, Axis Bank & BASIX group of companies (Bharatiya Samruddhi Finance Ltd, Indian Grameen Services, BASIX Krishi Samruddhi Ltd, Bhartiya Samruddhi Investments and Consulting Services Ltd) in various roles and capacities. He worked as a long-term advisor and set up an agri finance unit for Nirdhan Utthan Bank Limited, Kathmandu, a project supported by the World Bank. He also served as a technical consultant for the Small Farmers Agribusiness Consortium (SFAC) & Maharashtra Agricultural Competitiveness Project (MACP) projects in Maharashtra supported by Govt. of India & World Bank respectively. He received a Junior Research Fellowship from the Indian Council of Agricultural Research (ICAR) in 2001-02. Sunil has over 24 years of national and international experience with a blend of business operations & process re-engineering in Small Finance Banks and Micro Finance Institutions. Sunil has been serving as CEO of Sanghamithra since 2022.



Mr Suresh Venkatesan

Whole-time Director & CEO, CRIF High Mark Credit Information Services Pvt. Ltd.

With over three decades of leadership experience in banking and financial services, Mr Suresh Venkatesan combines deep industry expertise with a strong commitment to inclusive and sustainable growth.

His career spans senior leadership roles across banking, global financial institutions, and consulting, where he has led complex business transformation and change programmes across India and international markets. His areas of expertise include credit and risk management, liquidity, financial and regulatory reporting, data governance, and analytics.

Suresh believes that responsible credit, trusted data, and purposeful innovation can transform financial ecosystems. He is particularly passionate about expanding access to finance for farmers, MSMEs and underserved communities, thereby contributing to a more inclusive and sustainable economy.



Mr Sasidhar Thumuluri

Sector Expert

Mr Sasidhar Thumuluri has spent more than two decades working at the intersection of finance, technology and impact, across more than 20 countries. Sasi currently works with UNCDF, CGAP, Sa-Dhan and other global institutions on digital transformation, inclusive finance and impact investing. As MD and CEO of Sub-K, he has built a population scale fintech platform and distribution network, bringing financial access to over 3 million underbanked households in India. Earlier in his career, he led financial inclusion advisory work for IFC in South Asia, managed investments for MicroVest across Asia, Africa and Eastern Europe, structured global and regional funds for Habitat for Humanity and led high impact livelihood initiatives for BASIX. He holds master's degrees from Princeton University and the Indian Institute of Forest Management. He is also a Stanford Seed graduate and an Acumen Fellow.



Mr Arun Seethamraju
Vice President - Growth and Success
Reserve Bank Innovation Hub (RBIH)

Mr Arun Seethamraju is the VP, Head of Solutioning & Partnerships of Unified Lending Interface (ULI) project at Reserve Bank Innovation hub (RBIH).

Arun has over 17+ years of experience across Digital financial services, AgTech, FinTech, Rural & Micro Finance, Agri Finance, Payments, MSME's etc.,

He has been associated with NBFC's, NBFC – MFI's, Startup Payment & Fintech Firms with a special focus on unorganised/ informal retail & MSME clients. His expertise is in building financial and non- financial Products, Process digitization, Digital Platforms design & development, Digital Payment Systems design & implementations, building channel Partnerships including BC/ Co-Lending etc.,

In his earlier role, Arun was Head of Innovations & Product Solutions function at Samunnati Financial Intermediation & Services Private Limited. He was earlier associated with Dvara KGFS, Varam Capital, Micro Pension Visa Financial Inclusion LAB (set up by Visa and Micro Pension Foundation), BASIX Sub-K Impact Solutions, IFMR Rural Finance in various positions.

Arun hails from Hyderabad. He holds an MBA degree in International Management from Cardiff School of Management, Wales, UK and an Engineering Degree in Electronics and Instrumentation from Anna University, Chennai.



Mr Gautam Jain
Managing Director
Vedika Credit Capital Ltd.

Mr Gautam Jain is a financial services leader with over 25 years of experience in building credit institutions for India's underserved. He is Co-Founder and Managing Director of Vedika Credit Capital Limited.

Mr Jain is leading Vedika's transition to data-led, AI-first lending. The institution has built an in-house credit scoring engine that combines bureau data with alternative signals. It has also built a multi-agent AI suite covering sourcing, risk, fraud and collections. He is extending formal credit to livelihood segments with thin credit histories, such as dairy farmers, shopkeepers and e-rickshaw owners.

He was instrumental in forging a joint venture with a Japanese financial group in the NBFC sector. He is the author of 3 Mistakes No One Can Afford to Make While Investing and 10 Mistakes ESG Investors Can't Afford.



Mr Vipul Sekhsaria
Co-founder & COO
Kaleidofin

Mr Vipul Sekhsaria is Co-founder and Chief Business Officer at kaleidofin, a digital platform building risk and financial infrastructure for the informal economy across India, South Asia, and East Africa. Across roles as COO, CRO, and now CBO, he has shaped the company from the ground up, building its customer discovery, acquisition, and distribution architecture, and transforming ki score and ki monitor from early underwriting tools into a decisioning engine for origination, pricing, and portfolio monitoring. Under his leadership, kaleidofin has scaled to serve over 11.7 million customers through 65+ financial institution partnerships, delivering its first quarter of positive EBDTA in FY26. With 24+ years in insurance, risk, and inclusive finance across Allianz, Munich Re, and IFMR Holdings, Vipul is excited about the use of alternate data and AI/ML so credit access is no longer bureau-dependent and millions of data-thin and invisible to traditional credit systems get access to suitable finance.



Mr Jagadish Babu Ramadugu
MD & CEO
Pragati Finserv

Mr Jagadish Ramadugu is the Co Founder, MD & CEO of Pragati Finserv, now a part of Northern Arc Capital group - a leading NBFC. Started in 2022 it currently Pragati operates 350+ branches, 2500 employees and manages 1500 cr AUM built on a cloud native in-house digital platform with data science supporting a high touch customer model. PRAGATI a emerging Rural financial services platform is focused on JLG, Micro LAP and Small Business Loans.

Prior to Pragati Finserv, he was Co-founder, MD & CEO of Vaya Finserv, a startup NBFC MFI headquartered in Hyderabad. VAYA a scaled to 1400 cr in 5 Years before being acquired by IDFC First Bank. It became Certified “Great Place to Work” in the third year of operations. Jagadish is closely involved as a founder trustee since 2010 of a charitable trust that manages “Sparsh Hospice Center” caring for terminally ill persons in a peaceful and serene environment.



Mr Anant Deshpande
Founding Co- Founder- Finbox &
Sector Expert

Mr Anant is a fintech entrepreneur with 16 years of experience building credit and lending infrastructure. He is the founder of RobustaLabs, an AI lab building autonomous financial service agents for India's micro enterprises.

He previously co-founded FinBox and built it into a leading B2B embedded finance platform, raising over ₹500 crore and serving 250+ enterprise customers across four countries. At FinBox, he architected the initial product and grew the data science and sales teams from zero to 100 people.

Before FinBox, Anant led the big data and underwriting teams at Home Credit India. There he built machine learning models for automated credit decisioning on consumer durable and personal loans, using large-scale bureau and alternative data. He also led asset quality reviews across Home Credit's businesses in China, Indonesia and Vietnam to strengthen their risk management.

Anant is deeply passionate about financial inclusion and about building AI infrastructure for the public good. Outside work, he is a marathoner and a lifelong student of machine learning.



Mr Manoj Muttathil Ayyappan
Joint Secretary, Department of Financial Services
Ministry of Finance, GoI

Mr Manoj Muttathil Ayyappan holds a Master's degree in Business Administration (MBA) and had done B.Sc. from Mahatma Gandhi University, Kottayam, Kerala.

Presently, he is posted as Joint Secretary in the Department of Financial Services (DFS), Ministry of Finance, Government of India, New Delhi.

He has rich experience of over 27 Years in Commercial Banking and Business Consulting in the areas of Retail SME lending, Financial Analysis, Trade Finance, Risk Management, Stress Account Management and Credit Operations. He is also the Government Nominee Director in SIDBI, Bank of India and Chairman of NCGTC.



Mr Piyush Srivastava
The Senior Economic Adviser
Ministry of Rural Development, GoI

Mr Piyush Srivastava, IES: I 993 is a senior officer of the Indian Economic Service with over three decades of experience in economic policy, public administration, development programmes and policy formulation in the Government of India.

Mr Srivastava joined the lndian Economic Service in 1993. During his distinguished career, he has held several important assignments across key Ministries and Departments of the Government of India. gaining wide-ranging experience in economic affairs, public policy, development administration and sectoral policy.

He has had the opportunity to work in all three major Departments of the Ministry of Finance, viz. the Department of Economic Affairs, the Department of Expenditure. and the Department of Revenue. These postings have provided him with hands-on experience in working with multilateral lending agencies such as the World Bank and the Asian Development Bank, as well as in the power and hydrocarbon sectors, capital markets, government finance, regulation, and intelligence.

He served as Additional Development Commissioner in the Ministry of Micro, Small and Medium Enterprises (MSME) from July 2016 to July 2021. During this period, he was entrusted with important responsibilities relating to various MSME development programmes and policy areas. His work involved matters concerning the development and promotion of micro and small enterprises, infrastructure, clusters and other important initiatives of the MSME sector.

Thereafter, Mr Srivastava served as Senior Economic Adviser in the Ministry of Civil Aviation from July 2021 to March 2026. During his tenure, he handled economic and policy-related responsibilities across the Ministry and its associated areas, gaining extensive exposure to the functioning of thc civil aviation sector.

Since March2026, Mr Srivastava has been posted as Senior Economic Adviser in the Ministry of Rural Development, Department of Rural Development. ln his present assignment. he is associated with important policy and development matters relating to rural clevelopment, including rural housing and other programmes aimed at improving the living conditions and socio-economic well-beirig of disadvantaged and deprived sections of society.



Mr Inderjit Camotra
MD & CEO
Unity Small Finance 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 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. Abhijit is the co-founder and MD of UC Inclusive Credit Pvt. Ltd (UCIC), an NBFC that has provided debt of over ₹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 Sajeesh Nair
EVP & Business Head - Microfinance & Sustainable Livelihood Initiative
HDFC Bank

Mr Sajeesh Nair is a senior financial services leader with over 25 years of experience across consumer, retail, rural, and institutional finance. He combines strategic vision with hands-on execution, having led multiple large businesses spanning diverse distribution footprints. A decisive leader known for building businesses and high-performing teams, he is also a strong advocate of digital & technology-led transformation, having spearheaded initiatives that simplified customer journeys, strengthened credit architecture, improved productivity, and enabled scalable operating models.

He began his career with Asian Paints, moved into financial services with ICICI Bank's retail lending franchise, and joined HDFC Bank in 2005. Since then, he has led high-impact businesses across Home Loans & Mortgages, Unsecured Loans, Gold Loans, Loans Against Securities, Working Capital, Microfinance, and Institutional Lending to MFIs – earning a reputation for rigor on credit and risk discipline, strong stakeholder management and a track record of delivering outcomes across growth, profitability & productivity. He engages closely with regulators and industry bodies on responsible lending, governance, and sector best practices.

He currently heads HDFC Bank's Microfinance & Sustainable Livelihood Initiative, with P&L responsibility and accountability for business performance, credit quality, and governance across retail microfinance and institutional lending to MFIs. Under his leadership, the franchise has deepened rural penetration and advanced responsible financial inclusion at scale – reflecting his customer-centric, inclusion-driven approach to leadership.



Mr Vineet Chattree
Managing Director
Svatantra Microfin

Mr Vineet Bijendra Chattree brings over 28 years of experience across strategy, consulting, business development, and financial services, he has held leadership roles at Aditya Birla Management Corporation, Tata Strategic Management Group, Kline India Research & Consulting, Stratbiz Consulting, and National Organic Chemical Industries Limited.

He holds a bachelor's degree in Chemical Engineering from the University of Bombay, a master's degree in Management from IIT Bombay, a master's degree in Business Laws from the National Law School of India University, Bengaluru, and has completed the Leadership Journey programme at The Wharton School, University of Pennsylvania.



Mr Sadaf Sayeed
CEO
Muthoot Microfin Ltd.

Mr Sadaf Sayeed is the founding CEO of Muthoot Microfin Limited which provides financial support to the marginalised and vulnerable communities that help them to meet their life cycle needs in a timely, transparent, and affordable manner. Since the commencement of its operations in 2010, Mr Sayeed has led Muthoot Microfin Limited with impressive dedication that the institute emerged as one of the largest NBFC-MFIs in the country, managing ₹14,000+ crore AUM, 16,000+ employees, catering to 3.33 million active customers, in 1670 branches across 21 states and UT.

With a passion for driving economic changes in the nation, Mr Sayeed has been actively engaged in policymaking, credit administration, operations and risk management. Mr Sayeed's recent accolades, including the prestigious Leadership Excellence Award at the London Global Convention 2024 underscore his significant contributions to the industry. Recognised as one of India's 10 best CEOs in 2023 by Tradeflock, Mr Sayeed's strategic acumen was pivotal in achieving the landmark milestone of making Muthoot Microfin a publicly listed company in 2024. Mr Sayeed's expertise in the retail lending business and core competence in unsecured small and large loans is noteworthy. His rich and extensive knowledge of various financial and accounting matters including financial management makes him the industry best.

Mr Sayeed's leadership helped Muthoot Microfin achieve the prestigious recognition as Great Place to Work for the 7th time. It has also secured credit rating of AA- /Stable, (CRISIL) and MFI Grading of M1C1 (CRISIL). The institution has also been ranked among the Top 50 Best Workplaces in BFSI 2026. Muthoot Microfin Ltd has also won the prestigious Golden Peacock Business Excellence Award (2018 & 2019), Gold level Certification for Client Protection by M-CRIL in 2023, Microfinance Company of the Year at ET Business Awards 2024, Double Gold at SKOCH Awards 2025 and ET NOW Best Organisations for Women 2025 Award and the Financial Inclusion Institution of the Year Award (ACCESS Assist Conference 2026), all under Mr Sayeed's guidance. Muthoot Microfin recently secured the highest ESG Rating for an NBFC at 80.8 (CareEdge-ESG + 1) an increase of around 9 points from last year.

Mr Sayeed has two decades of experience in the Banking and Financial service industry. He has worked with numerous institutions providing financial services in leadership roles such as Spandana Sphoorty Financial Limited, Indiabulls Financial Services, Satin Credit Care Ltd, HDFC Bank and GE Money. Mr Sayeed is one of the founding members of the Kerala Association of Microfinance Institutions (KAMFI). Mr Sayeed has been a part of various Industry-level committees such as the Committee for Credit Bureau, a Consultative group formed by SIDBI for MSME Udhami Mitra registration integration with Microfinance Borrowers.

Mr Sayeed graduated with B.com (H) from Delhi University and holds an MBA in Finance and Marketing from Guru Gobind Singh Indraprastha University.



Mr Rahul Gupta
Director & CEO
Avanti Finance

Mr Rahul Gupta is the Chief Executive Officer & Director of Avanti Finance. He 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.

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.

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.



Mr N Srinivasan
Development Finance &
Livelihood Expert

More than four decades of involvement in development finance and rural livelihoods of which 30 years were with RBI and NABARD. Over the last about two decades, engaged in consulting and governance roles. Involved in design, supervision and evaluation of policy, strategy and implementation of development finance and rural livelihood initiatives and projects in India and abroad. Areas of interest are development banking, financial and social inclusion, rural livelihoods, enterprise development and social entrepreneurship. Has authored annual Microfinance State of Sector reports and India's livelihoods reports for several years. Has published books on Agricultural finance, Rural Finance in India and Corporate Social Responsibility. The most recent publication (January 2024) is on the evolution of the SHG movement in India, jointly authored with Girija Srinivasan. He provides expert advice and technical services to international and national organisations such as World Bank, ADB, IFAD, GIZ, SIDBI, NABARD and others. Currently serving as adviser/trustee to leading voluntary organisations, non-profits and networks.



Mr Amit Shukla, IFoS
Joint Secretary, Department of Rural Development
Ministry of Rural Development, GoI

Working as Joint secretary in Department of Rural Development since October, 2022. As Joint Secretary NRLM-1, handling issues pertaining to Institution Building and Capacity Building (IBCB), Social Inclusion & Social Development (SI&SD) & Financial Inclusion (FI) in Deen Dayal Antyodaya Yojana – National Rural Livelihoods Mission (DAY-NRLM). Have been a part of Team PMAY-G for implementing "Housing For All" in the country and PMGSY for ensuring all-weather connectivity to unconnected habitations in the country. Also worked with Team IT regarding IT ecosystem of the Department. Earlier worked in National Jal Jeevan Mission as Director from 2021 to 2022 in the cause of ensuring clean and potable, piped drinking water to rural habitations in the country. As Chief Conservator of Forests, Forest Department, Government of Tripura from 2019 to 2021 strengthened forestry field administration, assisted in launch of new schemes and rejuvenation of existing schemes, and upscaling of e-Citizen services, in house MIS and GIS capabilities. As part of Team Forests, Tripura worked towards implementation of National Afforestation Programme and other schemes and also for consolidating consolidated eco-tourism initiatives through eco parks. Have also worked in Team, HRD, GoI formulation and implementation of regulatory & funding reforms in higher education, enforcement of University policy through regulation and funding of university education.



Ms Sumeet Kaur Kapoor
Executive Director
PFRDA

Ms Sumeet Kaur Kapoor is an experienced Financial Sector professional currently serving as Executive Director in Pension Fund Regulatory and Development Authority. She is the Chairperson of the Board of the National Centre for Financial Education with a work experience over three decades in the banking and Pensions industry. She has represented PFRDA on various national and international forums including the World Bank and International organisation of Pension supervisors . She holding degrees in Economics Hons , LL.B, MBA from FMS, New Delhi and diplomas from IIM-A, IIM-B and Toronto Centre.



Mr Govind Narayan Goyal

CGM
State Bank of India

Mr Govind Narayan Goyal is the head of Agri Business Unit and Govt. Sponsored Schemes (ABU & GSS) in State Bank of India. In a career spanning of almost 3 decades, Shri Goyal has held various assignments in the Bank, with rich experience in Human Resources, Internal Audit, Retail Credit, SME Credit and Agricultural Credit.

In his current assignment, as the Chief General Manager (ABU & GSS) of the Bank, he plays an instrumental role in driving the agriculture and rural business of the Bank, maintains and promote healthy Agri credit portfolio, initiates and develop new products and services in the Agri Segment for the market.

He is a strategic thinker and implementer who believes in streamlining processes for impactful growth. Under his helm, the Bank is revamping Agri and Rural business of the Bank with key focus on Partnership and Collaborations, Disruption through Digitization, Optimization of Processes, Products & Platforms.



Mr Vivek Tiwari

Chairman, MD & CEO
Satya MicroCapital Ltd.

Mr Vivek Tiwari is a seasoned BFSI professional and a distinguished leader in India's microfinance sector, with over two decades of experience spanning Microfinance, Risk Management, Financial Inclusion, Lending and Strategic Planning. He holds a Post Graduate Diploma in Rural Development & Management from the Institute of Engineering and Rural Technology, Allahabad, and has a proven lending track record exceeding ₹25,000 crore.

As Chairman, MD & CEO of SATYA, Mr Tiwari has been instrumental in shaping the institution's strategic direction and advancing its mission of inclusive growth. Under his leadership, SATYA is working towards its vision of empowering 10 million households by 2030 through affordable credit, entrepreneurship and financial inclusion.

He also serves as Director of SATYA Micro Housing Finance and Founding Director of SATYA Shakti Foundation, extending SATYA's socio-economic impact beyond financial services.

A prominent voice in the microfinance ecosystem, he has served as Vice Chairperson and Board Member of MFIN. His leadership has earned SATYA recognition as a "Changemaker" by Palo Alto, while he was recently honored with the "Dynamic CEO of the Year" Award at the 4th Edition Bharat NBFC & Fintech Summit & Awards 2026.



Mr Amit Arora
Senior Development Finance Specialist
The World Bank Group

Mr Amit is a commercial turned development banker, working with World Bank Group since 2016. Having started his career with an Indian banking start up called 'ICICI Bank' in 1996, Amit Arora has worked for about 30 years now across the financial sector spectrum from commercial banking to capital markets to development banking. In the last 15 years, as a development banker, Amit has worked as Sr Rural Finance Specialist with German Development Corporation (GIZ) focussing on Rural-Cooperatives, Agriculture Finance and Digital Financial Inclusion before starting his journey with the World Bank Group in 2016. Presently, Amit is working on several projects at World Bank Group (including IFC) , with focus on Digital Financial Inclusion, Agri Finance & Enterprise Financing with the endeavour to blend public and pvt finances for social impact on scale.



Mr Anjani Kumar Singh
Senior Program Officer
Gates Foundation

Mr Anjani Kumar Singh is a Senior Program Officer and Country Lead at the Gates Foundation. He leads the foundation work in India related to community platforms and Women's livelihoods. He has more than 25 years of experience in designing and operationalizing large-scale rural development programs in the areas of community institution building (SHGs; WUAs; CIGs; FPOs etc.), agricultural value chain development, rural livelihoods, rural enterprise promotion, community finance, monitoring & evaluation, and management of development programs. Before joining the foundation, Anjani worked with the World Bank and was critical member of various World Bank task teams managing agriculture and community development projects in Afghanistan, Uzbekistan, Nigeria, Nepal, Sri-Lanka, Cambodia etc. Anjani's contribution to various large scale community development program in India like District Poverty Initiative Project (DPIP); National Rural Livelihoods Mission (NRLM) and JEEViKA program in Bihar is well known. Anjani has 360-degree experience in the development sector ---starting with grass-roots action projects with civil society organisations as well as with the National and State Governments (Govt. of Bihar and MoRD); International Consulting firms (e.g., EURO PRAXIS, Barcelona and GRM International, UK); and multi-lateral donor agencies like the World Bank and FAO. Anjani is a graduate of Columbia University, School of International and Public Affairs (SIPA), NY, USA and has studied at Tata Institute of Social Sciences (TISS), Mumbai and Rajendra Agricultural University, Pusa, India.



Mr Sanjeev Singha
CEO
Association of Small Finance Banks of India

An alumnus of the Delhi School of Economics with a Master's degree in Economics, Mr Sanjeev Singha also holds a Postgraduate qualification in Management and professional banking qualifications from the Indian Institute of Bankers. A senior banking professional with over 33 years of experience across commercial banking, central banking and international banking, Mr Sanjeev Singha has held several leadership positions with the Reserve Bank of India (RBI).

As Regional Director, RBI Guwahati (2021–2023), Mr Sanjeev Singha played a key role in the development of the North-Eastern states, including facilitating the opening of RBI offices in Nagaland and Arunachal Pradesh and overseeing currency management across the region. Earlier, as General Manager at RBI Bengaluru, Mr Sanjeev Singha led initiatives on financial literacy, financial inclusion and MSME credit. His experience also spans banking supervision, NBFCs, cooperative banks and management training, including at the Indian Institute of Bank Management, Guwahati. Mr Sanjeev Singha was also a member of the prestigious Art & Aesthetic Committee of the RBI constituted during the tenure of Governor Raghuram Rajan.



Ms Aditi Singh
Chief Strategy Officer
Satin Creditcare Network Ltd.

Ms Aditi Singh is the Chief Strategy Officer at Satin Creditcare Network Limited and Director at Satin Growth Alternatives Ltd. With over 18 years of experience across investment banking, private equity & financial services, she brings deep expertise in strategy, capital markets, institutional partnerships & sustainable finance. At Satin, Aditi leads strategic initiatives spanning investor relations, ESG, partnerships and corporate communications, while strengthening relationships with development finance institutions, impact investors and global lenders. She also plays a key leadership role at Satin Growth Alternatives, a Category II Alternative Investment Fund focused on women-led enterprises, MSMEs and sustainable businesses. As Chairperson - North of the Women Entrepreneurs Development Council, SME Chamber of India, Aditi actively advocates women entrepreneurship and access to capital. Her work sits at the intersection of capital, inclusion and sustainable growth.



Ms Hamsini Karthik
Senior Editor - Banking & Financial Services
Moneycontrol

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 Udeesh Ullas
Chief Operating Officer
Muthoot Microfin Ltd.

Mr Udeesh Ullas is a seasoned operations strategist and a thought leader in the microfinance and retail banking sectors. As the Chief Operating Officer of Muthoot Microfin, Udeesh is at the forefront of driving operational excellence through the strategic integration of emerging technologies and digitalization. With a career spanning over two decades, he specialises in re-engineering traditional frameworks into agile, tech-driven ecosystems that enhance financial inclusion. His leadership is defined by a commitment to leveraging data analytics and digital workflows to optimise debt management and scale micro-lending operations, ensuring both social impact and robust investor returns.



Mr Sachin Sachdeva
Vice President & Co-Group Head, Financial Ratings
ICRA Ltd.

Sachin Sachdeva is Vice President and Co-Group Head, Financial Sector Ratings at ICRA, leading a team responsible for credit rating assignments across the financial services sector. With over 18 years of experience at ICRA, he has played a key role in the analytical assessment and credit evaluation of entities in the financial and corporate sector. Sachin currently closely monitors developments across India's financial sector landscape and co-authors ICRA's research publications on key industry and regulatory themes. His expertise encompasses banking, non-banking financial companies (NBFCs), insurance and other financial institutions, providing him with deep insights into the evolving dynamics of the sector.

Sachin holds a Master of Finance and Control (MFC) degree from the Department of Financial Studies, University of Delhi, and has done Masters in Commerce (M. Com) from the University of Delhi. He also holds the Chartered Financial Analyst (CFA) charter awarded by CFA Institute, USA and the Financial Risk Manager (FRM) charter awarded by Global Association of Risk Professionals (GARP), USA.



Mr Harish Raghu
Consultant & 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.



Mr Subhomoy Bhattacharjee
Consulting Editor
Business Standard Newspaper

Mr Subhomoy Bhattacharjee is the Consulting Editor at the Business Standard newspaper. His interests include public policy, finance, insurance, governance & energy. Professor of Practice at Jindal Global Law School, OP Jindal Global University & Director, Centre for Regulatory Governance.

His book on the Maritime Sector is coming soon. The other published books include "India's Coal Story," which traces why, since Independence, Indian business and government couldn't settle energy-security rights, creating the murky politics of coal—and sketches options for India's energy security. The book— "Special Economic Zones in India: Myths and Realities" (co-authored). Mr Bhattacharjee has read Economics at the Delhi School of Economics & at Shri Ram College of Commerce. A civil servant (IAS & allied services exam), then with the Economic Times, Indian Express & Financial Express. My analysis of power sector reforms—-"The Difficulty of Being Gajendra Haldea", co-authored with Dr Manmohan Singh and Montek Singh Ahluwalia. Presently working on a book—Power of the Civil Services.



Mr Wilfred Sigler
Managing Director
Equifax India

Mr Wilfred Sigler is the Managing Director of Equifax Credit Information Services, India, where he leads the company's strategic direction, business growth and operations. In his current role, he is focused on driving the expansion and transformation of Equifax's credit bureau business in India, while strengthening its capabilities across data, analytics and digital solutions.

With over 24 years of leadership experience across the financial services, credit information and data analytics sectors, Wilfred has held senior leadership roles at organisations including TransUnion CIBIL, CRIF, Experian and GE Money. His experience spans credit bureaus, Open Banking, Account Aggregators, Business Information, analytics and digital solutions.

Over the course of his career, he has led P&Ls, developed go-to-market strategies and built and scaled new business verticals across sales, operations and product management. His experience includes working across the evolving credit and financial data ecosystem and building industry relationships across financial institutions, fintechs and other financial

services stakeholders. Wilfred holds a Bachelor's degree in Commerce from St. Xavier's College, Kolkata, and a Postgraduate Diploma in Management from the Goa Institute of Management, Goa.



Mr Sanjay Kishore
CGM
Indian Overseas Bank

Mr Sanjay Kishore is a distinguished banker with more than 27 years of rich banking experience. He joined Indian Overseas Bank as Probationary Officer in 1999 and presently holding the post of Chief General Manager since 01.04.2026.

Mr Kishore has worked in different parts of the country during his banking journey heading major key portfolios like Forex, credit, recovery etc.

He has diversed experience in handling credit at various levels including corporate, NBFC and microfinance.



Dr Roy Varghese
CEO
Asirvad Micro Finance Ltd

Dr Roy Varghese serves as the Chief Executive Officer of Asirvad Micro Finance Limited, a leading microfinance institution in India committed to empowering underserved communities through financial inclusion. With more than 35 years of extensive experience in the banking sector, Dr Roy has developed expertise in Retail Banking, Corporate Banking, Foreign Exchange, and Financial Inclusion. His professional strengths include branch banking, business development, underwriting, risk management, product innovation, microfinance, agricultural loans, and financing small business enterprises.

Before joining Asirvad, Dr Roy held significant leadership roles in prominent banking institutions such as NMGB, IDBI Bank, Axis Bank, Jana Small Finance Bank, and CSB Bank Ltd.

Dr Roy holds a bachelor's degree in commerce, an MBA in Banking & Finance, and a Ph.D. in Management. He is also an Associate of the Indian Institute of Bankers, underscoring his commitment to professional development and excellence in the financial sector.



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 Amal S Pilla
Director
PwC

Mr Amal S Pilla is a Director in Strategy and Operations Consulting at PwC India, with over 12 years of experience advising banks, NBFCs, microfinance institutions and development finance institutions. His experience includes developing transformation strategies, and designing operating models that translate strategy into scalable execution. Amal has a special focus on the financial inclusion and rural financing space. He has contributed to industry thought leadership on the future of microfinance, financial health and the rejuvenation of India's microfinance sector. His work combines a national financial-services perspective with an understanding of how customer needs, operating realities and growth opportunities differ across markets—bringing a practical transformation lens to the discussion on region-specific microfinance strategies.



Mr N S Vishwanathan
Former Deputy Governor
Reserve Bank of India

Mr N S Vishwanathan is the Independent Director & Non-Executive (Part-time) Chairman of Axis Bank Ltd. He has been a career Central Banker. He joined the Reserve Bank of India ("RBI") in 1981 as a Direct Recruit Officer and rose through the rank and retired as Deputy Governor in March 2020. He has varied experience as a central banker including handling administrative functions for RBI. As the Deputy Governor, he has handled Banking, non-banking and cooperative banking regulation, governance, internal control, risk management functions and human resource management of RBI and enforcement. During his career in the Reserve Bank of India, he handled the role of Director -Supervision Bank of Mauritius (Central Bank of Mauritius) and acted as the Chief Vigilance Officer and Head of Internal Audit, Industrial Financial Corporation of India. He was also a member of the Board of Securities and Exchange Board of India (SEBI) between July 2016 till March 2020. He has been invited to be a member of various international committees and organisations and has also been part of various domestic bodies / committees. He is a Sr Fellow in the Centre for Public Policy, IIM Bangalore. He was the first Chairman of the Academic Council of the College of Supervisors set up by the Reserve Bank of India and also served as the Non Executive Chairman of the Governing Council of the Institute for Development and Research in Banking Technology (IDRBT). He is an Independent Director and Chairman of the boards of SRO-FT Development Foundation and National E-Governance Services Limited and an Independent Director on the Board of Unified Fintech Forum, a RBI recognised SRO for Fintechs. He is also Senior External Advisor to Alvarez and Marsal India Pvt Ltd. He holds a master's degree in economics and a bachelor's degree in arts from Bangalore University and has completed advanced leadership programme from Judge Business School, Cambridge University, UK.



Mr Asit Ranjan Mishra
Economic Affairs Editor
Business Standard

With over 20 years of experience in both digital and print media, Mr Asit Ranjan Mishra currently lead a team of reporters overseeing coverage of India's external and domestic economic policy changes. He specialise in covering international trade, macro-economic policy and data journalism. His expertise also extends to coverage of political economy and developmental issues. A National Press Foundation fellow, He have had the opportunity to report from key global cities including Washington DC, Tokyo, Manila, Buenos Aires, Yokohama, Frankfurt, Hong Kong and Dubai on special assignments.



Dr Sajid Amit
Executive Director, South Asia
Water.Org

Dr. Sajid Amit, Executive Director, South Asia, Water.org, has a rich background in investment banking, strategy consulting, research, and international development. His prior work experience includes Morgan Stanley's Global Capital Markets team, KPMG, and BRAC EPL. He was won awards at Outstanding Performer at KPMG, Spot Citation Award by Morgan Stanley, and recognition from BlackRock UK.

He has been at Water.org for close to 10 years, driving the South Asia region's impact to over $3 billion dollars in capital mobilized, pioneering approaches to climate-resilient WASH, infrastructure and the first social bond with WASH carve-out in South Asia. He is a graduate of Dartmouth College, SOAS University of London, Columbia University and the Asian Institute of Technology where he has a PhD in Management.



Mr Malkit Singh Didyala
Co-Founder, and Whole Time Director
CEO, CIO, Sindhuja Microcredit Pvt. Ltd.

Mr Malkit Singh Didyala co-founded Sindhuja, a Noida-based NBFC-MFI, and leads it as CEO and CIO. His career spans microfinance, MSME, mortgage and institutional lending. He pairs hands-on business execution with a deep read of rural markets and a strong push for technology-led financial services.



Ms Sugandh Saxena
CEO
FACE

Ms Sugandh has over two decades of experience across fintech, financial inclusion/microfinance, social development, and technology, with expertise in policy, research, data analysis, standards setting, customer protection, credit information infrastructure, and industry-wide collaborations.

As CEO of the Fintech Association for Consumer Empowerment (FACE), an RBI-recognised Self-Regulatory Organisation in the FinTech sector (SRO-FT) and largest FinTech Association, she leads efforts to strengthen the ecosystem and make it more responsible and robust. Before FACE at MFIN, she steered policy advocacy, research, the SRO function, and helped establish the microfinance sector's credit bureau and employee bureau. She has also held roles at ACTED/SAMN, ITC, SEWA Bharat, and Bharat Electronics.

She serves on the Board of AllianceDFA and has contributed to the RBI's Technical Working Group on Credit Bureaus and the BFSI Sector Skill Council. An engineering graduate from MNNIT and postgraduate from LSE, she is an awardee of the Commonwealth Scholarship and a Tufts University fellowship.



Mr LVLN Murty
MD & CEO
Dvara KGFS

Mr LVLN Murty, Managing Director and CEO of Dvara KGFS, brings over 29 years of experience across Sales, Channel Distribution, Strategy, Microfinance, Financial Inclusion, Remittances, Customer Protection, and Capacity Building, with a strong focus on remote rural markets.

Prior to joining Dvara KGFS, he led Operations and the Financial Inclusion business at Sahaj e-Village, where he managed a network of over 28,000 Common Service Centres across six states. His earlier leadership and strategic roles include organisations such as IFAPL (India Value Fund Advisor), Bharti AXA, ITC IBD, TATA AIG Life, and Indian Express Newspapers.

Throughout his career, Mr Murty has focused on using technology and innovation to expand access to affordable and responsible financial services. At Dvara KGFS, he continues to champion approaches that strengthen financial well-being for individuals and enterprises across rural India.



Ms Misha Sharma
Lead
Dvara Research

Misha is the Lead of Dvara Research. In this role she leads the research agenda at Dvara Research and supports the organisation with policy advocacy towards shaping the financial system around the needs and realities of low-income households and enterprises. Misha has over a decade's experience in financial inclusion policy research and advocacy and has been an integral part of the Dvara Research team, since 2019. Prior to Dvara Research, she has worked at reputed policy think-tanks in India such as LEAD at KREA University and the Centre for Social Impact and Philanthropy at Ashoka University. She was also awarded the CFI Accion Fellowship in 2017 to research the role of agent networks in transitioning low-income households to digital financial platforms. Misha has written several research papers and columns, commenting on the state of inclusive finance in India. Misha holds a master's in economics from the University of Edinburgh and a bachelor's degree in economics from Stella Maris College, Chennai.



Dr Arun Raste
Former CEO NCDEX &
Sector Expert

Dr Arun Raste brings four decades of experience across the cooperative, NGO and financial sector. In his last assignment, as MD & CEO of NCDEX he was instrumental in raising funds, and building the talent base to enable NCDEX's foray into equity segment. NCDEX became the 1st Indian exchange to spread wings beyond India. He was Executive Director of NDDB and Senior Director and Senior Vice President of IDFC and Kotak respectively and had his managerial grounding in a not for profit IRFT, ACC and NABARD. Widely regarded as a thought leader, Dr Arun combines academic rigor with practical market insight. He is known for engaging diverse audiences on risk management, capital flows, and the future of financial innovation. He has couple of books to his credit and about 30 articles in international/national journals. Dr Arun is a sought after speaker and has spoken in conferences and Universities internationally.



Ms Hannah Muthoot

Non-Executive Director & Head of Strategy
Muthoot Microfin Ltd.

Ms Hannah Muthoot is Non-Executive Director and Head of Strategy at Muthoot Microfin Ltd., part of the Muthoot Pappachan Group. She has worked across microfinance, NBFC operations, business development, strategy and social-impact initiatives, with a focus on responsible growth and customer-centric financial services.

At Muthoot Microfin, her work is focused on strengthening long-term strategy, deepening customer understanding and supporting sustainable growth. Her earlier experience within the Group included exposure to branch operations, customer acquisition, field execution and business development, giving her a practical understanding of the customers, field teams and operating realities that shape financial services on the ground.

Hannah's academic background is in entrepreneurship and social entrepreneurship. She has also worked with organisations such as Kiva in San Francisco, TSiBA in South Africa and the Social Innovation Forum in Boston, where she gained exposure to microfinance, access-to-capital models, grassroots entrepreneurship and social enterprise development.

She is also involved in CSR, community development and sports-led social impact initiatives within the Muthoot Pappachan Group. Her perspective brings together financial inclusion, women's economic participation, customer resilience and responsible scale in microfinance.



Prof. M. S. Sriram

IIM Bangalore

Prof. M S Sriram is Professor at the Centre for Public Policy, Indian Institute of Management Bangalore. He was Professor at the Indian Institute of Management, Ahmedabad; Vice President (Finance) at BASIX and a faculty at Institute of Rural Management Anand.

He Chaired the Expert Committee on Kerala Co-operative Bank, was a member on the Financial Inclusion Advisory Committee of RBI; the External Advisory Committee of RBI to licence Small Finance Banks, on Vaidyanathan Committee on co-operative reforms and the Committee on Primary (Urban) Cooperative Banks of RBI. He graduated from Institute of Rural Management Anand and is a Fellow of Indian Institute of Management, Bangalore.



Mr S B Singh
ED
Indian Bank

Mr Shiv Bajrang Singh assumed charge as Executive Director of Indian Bank with effect from 09.10.2023. Prior to joining Indian Bank, he served as Chief General Manager, Bank of India. Mr S.B. Singh is a Postgraduate in Economics and MBA and is also a Certified Associate of the Indian Institute of Bankers (CAIIB). He has successfully completed the Leadership Development Programme for Senior Management of Nationalized Banks at IIM Bengaluru. With over three decades of rich banking experience, Shri Singh has worked across all major banking functions in diverse capacities, including Rural Banking, Treasury & Foreign Exchange, MSME Banking, Human Resource Management, and Business Process Re-engineering. He possesses extensive experience in business development, having served as Zonal Manager and Deputy Zonal Manager. He has also held key assignments across various verticals at the Bank's administrative offices.

Mr Shiv Bajrang Singh also served as Chairman of a Regional Rural Bank for five years, contributing significantly to rural banking and financial inclusion initiatives. In addition to his professional accomplishments, he has authored more than 45 articles on various aspects of banking and has served as a visiting and guest faculty member at several premier training institutes in the banking sector. He is also the author of the book "Banker by Chance, Leader by Choice", published by Rupa Publications India Pvt. Ltd., New Delhi.



Ms Madhu Khetan
Integrator
PRADAN

Madhu Khetan's 35-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.

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 Mukul Jaiswal
MD
Cashpor Micro Credit

Mr Mukul Jaiswal, Managing Director of CASHPOR Micro Credit had been a Chartered Accountant by profession and is now an eminent leader in the field of microfinance. He has been associated with the CASHPOR Group since 1999 and has contributed extensively to its growth and development through his leadership.

Inspired by the vision and guidance of Prof. David Sprague Gibbons, Chairman of CASHPOR group of companies, Mr Jaiswal assumed the position of Managing Director of CASHPOR Micro Credit in 2009. Over the last seventeen years, he has provided visionary leadership and strategic direction, helping the institution strengthen its mission of serving rural BPL women and underserved communities in most backward districts of six states of India and has made significant contributions to the microfinance sector development.

Currently, Mr Jaiswal also serves on the Board of SA-DHAN, the RBI-recognized Self-Regulatory Organization (SRO) for the microfinance sector, as Co-Chair. Over the years, he has contributed to Sa-Dhan in several capacities, including Treasurer, Chairperson, Co-Chair, and member of important committees.

Under his able guidance and leadership over the years, CASHPOR has become the largest not-for-profit Section 8 microfinance institution in India and has received several prestigious national and international recognitions, including the "Best Microfinance Institution of 2012" Award in the Large Category, the True Lift Leader Milestone Award in 2013, the "Microfinance Institution of the Year Award 2015" for the Asia-Pacific region from Whole Planet Foundation, and the "SKOCH Order of Merit Award for Financial Inclusion and Deepening" in 2015. During the challenging period of the COVID-19 pandemic, CASHPOR also received the "Inclusive Finance India 2020 Award" under the category of "Breaking Ground in WASH Financing". Most recently, in 2026, CASHPOR was recognized as a **60 Decibels Social Impact Award Winner, securing the 1st position among 65 participating financial service providers in Asia in the 2026 Microfinance Index**, an achievement that reflects the institution's exceptional social impact, client-centric approach, and commitment to advancing financial inclusion and Poverty reduction for underserved communities.



Dr Ajay K 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.



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.

Partners Profile

CONFERENCE PARTNERS

IDFC FIRST Bank

NABARD

सिडबी sidbi

PRINCIPAL PARTNERS

Svatantra

SBI
The banker to every Indian

ANNAPURNA
TECH UNIVERSE
A wholly owned subsidiary of
Annapurna Finance Pvt. Ltd.

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, as of 31 March 2026, NABARD has a strong regional presence with 31 regional offices and covers all 776 districts through 555 District Development Managers (DDM), Cluster Officers and DDM 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

IDFC FIRST Bank

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 June 30, 2026, the Bank serves 39 million customers, with a customer business at ₹6,04,776 crore ($65.9b) comprising customer deposits of ₹2,99,405 crore ($32.6b) and loans & advances of ₹3,05,370 crore ($33.3b). Customer deposits grew 16.6% YOY and loans 20.6% YOY. We reach over 60,000 cities, towns, and villages, operate through 1,155 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.

Small Industries Development Bank of India (SIDBI) is the Principal Financial Institution engaged in Promotion, Financing & Development of the Micro, Small and Medium Enterprises (MSME) sector, and in coordinating the functions of various Institutions engaged in similar activities. During FY2026, the Bank undertook various initiatives aligned to the Government policies and brought sharper focus, on financing and empowering the MSME sector. The Bank has maintained its leadership position and delivered growth as reflected in its outstanding business portfolio of ₹5.79 lakh crore registering a growth of 16.8% over FY2025. The Asset Base of the Bank stood at ₹6,32,378 crore as on March 31, 2026 with Y-o-Y growth of 11.3%.

The MSME financing agenda of the Bank is discharged through the following interventions:

I. **Direct Lending:** During FY 2025-26, Direct Lending recorded growth of 36.8%, driven by the timely rollout of structural and product-level interventions. The portfolio expanded through a combination of holistic initiatives supporting branch-network lending, enhanced engagements with partner institutions, and the scaling up of digital lending products.

- **Branch Banking:** Financial loan assistance is extended to MSMEs directly through SIDBI branch network to fill existing credit gaps, which can be further scaled up by banking eco-system.
- **Lending through Partnerships**
  - **Micro lending-PRAYAAS:** To effectively and efficiently serve entrepreneurs at the bottom of the pyramid, especially women and poor, through partnerships.
  - **Co-lending:** The Bank launched a product on co-lending arrangement with NBFCs to provide affordable credit to smaller MSMEs, especially new borrowers, as part of its effort to reach underserved/unserved MSMEs. During FY2026, the Bank initiated co-lending arrangements with Regional Rural Banks (RRBs) to strengthen credit delivery and broaden financial access in underserved and untapped areas.
- **Digital Lending**
  - **GST Sahay:** SIDBI launched a GST Sahay app for 'on tap' invoice-based (cash flow based) small value credit to micro enterprises using trade data and digital frameworks.
  - **TReDS:** SIDBI is participating in all the 5 TReDS platform to provide timely finance to MSMEs.

II. **Indirect Lending:** Financial assistance is extended to Banks, NBFCs, SFBs and MFIs which creates a multiplier effect and increases the flow of credit to MSMEs including in underserved/ unserved districts. Institutional Finance accounts for approximately 90% of loans & advances of the bank. Outstanding under Institutional Finance was at ₹5,24,660 crore at the end of FY2026.

III. **Equity Finance**

- **Fund of Funds for Startups** - To boost the entrepreneurial spirit, equity support is extended to Startups through Alternate Investment Funds (AIFs) under Fund of Funds being operated by SIDBI on behalf of Government.

- **VISION Fund (₹1000 crore)** - SIDBI out of its own balance sheet exposure has established a Fund of Funds scheme viz. VISION (Venture Investment by SIDBI for Inclusive Opportunities in Nation-building Enterprises) with a corpus of ₹1,000 crore for investment in SEBI registered AIFs to provide patient capital to MSMEs and startups, particularly in national priority and frontier sectors.

- **Anchor Investment of SME IPOs and Pre-IPO Investment** - SIDBI has launched new schemes for anchor investment in SME IPOs and Pre-IPO equity investments in MSMEs

IV. **SIDBI Cluster Development Fund (SCDF):** To promote cluster development, SCDF has been setup out of priority sector lending shortfall to provide low-cost funding to State Governments for Infrastructure Development in MSME Clusters. An amount of ₹7,000 crore has been allocated to SIDBI over FY2021 and FY2022.

V. **Promotional & Developmental Role:** SIDBI through its Promotional & Developmental role engages with the entire lifecycle of MSMEs, from aspiring entrepreneurs to mature enterprises, through a cluster-centric, partnership-led, and ecosystem-driven approach. During FY2026, two significant initiatives have been rolled out viz., Development of Industry Associations (DIA) that aims at strengthening Industry Associations (IAs) in industrial clusters across India and, SIDBI MSME Samvaad, a fortnightly television programme in collaboration with Prasar Bharati that focuses on MSME growth, financial inclusion, and sustainability by translating complex issues into actionable insights through expert discussions, real-life success stories, and direct responses to MSME queries.

VI. **Coordination Among Stakeholders:** The Bank is the Project Management Agency for various MSME oriented Schemes promoted by the Government like PM Vishwakarma, PM SVANidhi, MSE GIFT, MSE-SPICE MSE GIFT, MSE SPICE etc. SIDBI has been focusing on digital lending to improve credit access to MSMEs by leveraging technology. Bank partners with stakeholders such as State Governments, Financial Intermediaries, NGOs, etc. for holistic development of the MSME sector.

Svatantra

Svatantra Microfin Ltd is one of India's fastest-growing NBFC-MFIs, with a technology-driven business model focused on expanding access to credit. Founded by Ms Ananya Birla, a visionary entrepreneur and business leader, and Chairperson and Non-Executive Director, the company started operations in March 2013 and provides credit to individuals and small entrepreneurs. Its portfolio mainly includes microfinance loans, along with secured lending products such as affordable housing finance and loans against property, offered through its subsidiary, Svatantra Micro Housing Finance Corporation Limited.

Over the past 13 years, Svatantra has grown into a leading player in India's microfinance sector. It was the first institution to receive the NBFC-MFI licence introduced by the Reserve Bank of India in 2011 and has followed a 100% cashless disbursement model since it began operations.

In November 2023, Svatantra acquired Chaitanya India Fin Credit Private Limited, with the amalgamation becoming effective on March 21, 2026. The acquisition strengthened its presence in southern India and expanded its microfinance network to 2,123 branches across 394 districts.

As of March 31, 2026, Svatantra had a consolidated AUM of ₹23,817.78 crore, including ₹21,093.22 crore in microfinance AUM, making it India's second-largest NBFC-MFI by microfinance AUM. The company has a presence across 23 states and union territories and 446 districts, with approximately 4.31 million borrowers.

Svatantra continues to focus on providing responsible and affordable finance to grassroots entrepreneurs and households, supporting individuals and businesses that are contributing to India's growth story.

SBI
The banker to every Indian

State Bank of India (SBI) a Fortune 500 company, is an Indian Multinational, Public Sector Banking and Financial services statutory body headquartered in Mumbai. The rich heritage and legacy of over 200 years, accredits SBI as the most trusted Bank by Indians through generations.

We are the largest banking and financial services organization in India, with an asset base of over ₹61 trillion. We serve over 50 crore customers through our vast network of over 23,295 branches, 63,580 ATMs/ADWMs, 82,900 BC outlets, with an undeterred focus on innovation, and customer centricity, which stems from the core values of the Bank - Service, Transparency, Ethics, Politeness and Sustainability.

The Bank has successfully diversified businesses through its various subsidiaries i.e. SBI General Insurance, SBI Life Insurance, SBI Mutual Fund, SBI Card, etc. It has spread its presence globally and operates across time zones through 245 offices in 29 foreign countries.

Growing with times, SBI continues to redefine banking in India, as it aims to offer responsible and sustainable Banking solutions.

ANNAPURNA
TECH UNIVERSE

A wholly owned subsidiary of
Annapurna Finance Pvt. Ltd.

Annapurna is a leading NBFC-MFI committed to advancing financial inclusion and enabling economic empowerment among underserved and financially excluded communities in India. Established in 2009, Annapurna traces its origins to the development organization People's Forum, which shaped its deep-rooted commitment to responsible business practices and customer protection. Over the years, Annapurna has evolved from an MFI into a diversified financial services provider, with strong focus on rural households and women micro-entrepreneurs to promote economic security and financial sustainability.

Annapurna has established a strong pan-India presence across 22 states and 478 districts, with an extensive network of 1,850 branches serving over 3 million customers. It offers a diversified portfolio of tailor-made financial products addressing the evolving, life-cycle needs of its core customer segments.

Alongside conventional group loans, Annapurna provides Individual Business Loans, MSME financing and Gold Loans to address diverse financial needs, including asset building, working capital and enterprise growth. Home Improvement Loans support better living conditions in rural and semi-urban households, while Water & Sanitation Loans promote improved facilities and health outcomes. Responding to emerging needs, its Just-in-Time (JIT) Emergency Loan provides digitally enabled access to urgent credit-line, while Rooftop Solar and Electric Vehicle Loans support the adoption of cleaner and climate-resilient technologies. Through inclusive and responsible lending, Annapurna promotes income generation, sustainable enterprise development and improved household well-being, supported by accessible and affordable products, a wide branch network, strong grassroots presence and a dedicated workforce of 15,000 employees.

Annapurna follows a customer-centric and evidence-based approach to product and service design, enabling need-based solutions and customer-responsive delivery channels. Alongside sustainability and social impact, strengthening the digital capabilities also remains a key strategic priority.

Technology has been progressively embedded across operations, including loan origination and management systems and in-house platforms such as A-Sign and ADR, making backend operations largely paperless while improving process efficiency and customer experience. The COVID-19 pandemic accelerated the transition towards digital repayments, with around 70% of loan repayments now conducted digitally. Its JIT Emergency Loan enables digitally underserved rural customers to access urgent credit through a simple SMS or missed call, with funds transferred within minutes.

Recognizing the potential of digital payments, Annapurna launched A-Pay in 2025, a dedicated digital payment application for rural customers featuring a user-friendly interface and multilingual support. These developments led to creation of Annapurna Tech Universe Pvt. Ltd. (ATU), a dedicated technology subsidiary, focused on solutions for rural communities and addressing digital-divide arising from limited literacy and digital awareness. Through ATU, Annapurna is expanding beyond the internal use of technology towards developing fintech solutions for the broader financial ecosystem, extending capabilities beyond the organisation and offering innovative technology solutions to the wider industry. Together with A-Sign and ADR, ATU represents a strategic shift towards an integrated technology layer around inclusive finance, leveraging digital payments, automation and emerging technologies.

Annapurna's commitment to inclusive growth extends beyond financial access. Its social impact is reflected in a strong Social & Environmental Rating and Client Protection Certification, alongside national and international recognitions like Asset Triple-A Treasurise Awards 2025 for Best Payments and Collections Solution, Champion in Bridging the Digital Divide at the Bharat NBFC & Fintech Summit, Great Place to Work India Certification, Top 3 FSPs in Asia in the 60-dB Microfinance Index, and the WinPE Leadership Awards 2026 for gender diversity initiatives.

With sustainability at its core, Annapurna contributes directly to nine key UNSDGs. By combining responsible finance, targeted CSR initiatives, financial and digital awareness, and technology-led innovation, Annapurna continues to advance inclusive, sustainable and equitable growth for underserved communities across India.

बैंक ऑफ़ बड़ौदा
Bank of Baroda
India's International Bank

Established in **1908**, Bank of Baroda is one of India's leading public sector banks, with a presence across **15 countries**. From its beginnings in Baroda, the bank has grown into an international banking institution with a strong domestic and global footprint.

Bank of Baroda serves a diverse customer base across **retail, agriculture, MSME, corporate and other banking segments**. Its portfolio spans traditional banking services as well as digital and technology-enabled solutions. The bank also offers products such as Mudra loans and other financing solutions for individuals and businesses.

The bank's international orientation is reflected in its positioning as "**India's International Bank.**" Its network extends across geographical and cultural boundaries, as well as rural and urban markets. This wide reach enables the bank to serve customers across diverse regions and segments.

Bank of Baroda's brand philosophy is represented by the "**Baroda Sun**", its distinctive logo. The symbol reflects the bank's emphasis on dynamism, optimism and its role as a reliable partner to customers, employees, investors and business partners. Its mission is to be a top-ranking national bank of international standards while creating value for its stakeholders.

With more than a century of banking experience and a growing international presence, Bank of Baroda continues to combine its established heritage with evolving banking needs and opportunities.

HDFC BANK

HDFC Bank is India's largest private sector bank by balance sheet size as on June 30, 2026. Incorporated in 1994, the Bank today is a full-fledged commercial bank and has a major presence in Retail Banking, Wholesale Banking and Treasury operations.

HDFC Bank has 15 subsidiaries, with the key ones being - HDFC Life Insurance Co Ltd., HDB Financial Services Ltd., HDFC Ergo General Insurance Co Ltd., HDFC Asset management Co Ltd., HDFC Securities Ltd and HDFC Capital Advisors Ltd. Each of them has a pre-eminent position in their respective domains.

As of June 30, 2026, the Bank's physical distribution network included 9,694 branches and 20,958 ATMs spread across 4,175 cities and towns. 50 per cent of the Bank's branches are in semi urban and rural locations.

HDFC Bank Parivartan is the Bank's nationwide CSR programme, operating across 28 States and 8 Union Territories through interventions across six core focus areas—Rural Development, Promotion of Education, Skill Training & Livelihood Enhancement, Healthcare & Hygiene, Financial Literacy & Inclusion, and Natural Resource Management. Since its inception, Parivartan has positively impacted 10.77 crore lives across India.



HSBC India and Sustainability

HSBC India's strategy to support sustainable economic growth, focuses on Community Investment (CSR interventions), Sustainable Operations, Sustainable Finance and Sustainability Risk.

The strategy is delivered through a combination of programmes, collaboration, and partnerships. We believe it requires a concerted effort between business, governments and other stakeholders on policies and programmes to support transition to a more sustainable future.

HSBC India

HSBC India offers a full range of banking and financial services through 34 branches across 22 cities. The Bank is at the forefront in arranging deals for Indian companies investing overseas and foreign investments into the country. HSBC is one of India's leading financial services groups, with over 47,000 employees in its banking, investment banking and capital markets, asset management, insurance, software development and global resourcing operations in the country. It is a leading custodian in India.

HSBC Holdings plc

HSBC Holdings plc, the parent company of HSBC, is headquartered in London. HSBC serves customers worldwide from offices in 56 countries and territories. With assets of US$3,438bn at 30 June 2026, HSBC is one of the world's largest banking and financial services organisations.



Unity Small Finance Bank is a new-age bank focused on building an inclusive, technology-driven and accessible banking experience. The bank is a collaboration between **Centrum Financial Services, part of the Centrum Group, and Resilient Innovations (BharatPe).**

Unity's vision is to make banking available at customers' fingertips through the use of technology. Its mission is to empower people to build for their future by combining **technology with inclusivity** and bringing greater simplicity to banking.

The bank has a nationwide presence across **towns, cities and rural areas**. Its offerings span **Consumer Banking, Business Banking, Inclusive Banking, Digital Banking, Commercial Banking and Treasury Services**. The bank also provides MSME lending and other business-focused financial services.

Unity places emphasis on four core values: **Ownership, Customer First, Co-Creation and Integrity**. These values shape its approach to product development, customer service and collaboration. The bank describes its customers as partners in its journey and places importance on technology-enabled and transparent banking practices.

With its focus on technology, inclusive banking and wider accessibility, Unity Small Finance Bank is working to build a banking model that combines digital capabilities with reach across diverse customer segments.

Established in 2010 as the microfinance arm of the Muthoot Pappachan Group, Muthoot Microfin Limited has grown into India's second-largest MFI and the top microfinance NBFC in Kerala. After securing its RBI NBFC-MFI license in 2015, the company drove financial inclusion by delivering transparent, timely financial tools to economically active, marginalized women in rural and urban areas.

To date, Muthoot Microfin has disbursed over ₹61,000 crores in loans to empower 3 Million+ women entrepreneurs. Its footprint spans 1,670 branches across 21 states and Union Territories. Combining Joint Liability Group (JLG) loans with individual business funding, SME financing, and gold loan co-lending, the company is backed by a CRISIL AA-/Stable rating.

Technological innovation sits at the heart of its operations. Through digital onboarding, paperless agreements, and the proprietary Mahila Mitra app—used by over 2 Million+ customers—Muthoot Microfin has modernised rural lending. Beyond core financial metrics, the institution emphasises ESG practices, providing natural calamity insurance, branch e-clinics, housing support, and basic healthcare. Committed to social equity, Muthoot Microfin remains focused on its mission to transform 10 million households by 2030 through economic independence.

CRIF Credit Information Services Private Limited (formerly known as CRIF High Mark Credit Information Services Pvt. Ltd.) is one of the leading Credit Information Company (CIC) licensed by the Reserve Bank of India under the Credit Information Companies (Regulation) Act, 2005. Established in March 2011, the company plays a critical role in strengthening India's credit ecosystem by promoting responsible lending, financial inclusion, and informed decision making.

CRIF CIC delivers comprehensive credit information and analytics solutions to banks, financial institutions, NBFCs, housing finance and microfinance institutions, insurance companies, as well as MSMEs, corporates, and individual consumers. Its offerings are designed to enhance access to credit for underserved and previously excluded segments, while ensuring compliance with regulatory frameworks and data governance standards.

Powered by advanced technology, robust information management practices, and a culture of continuous innovation, CRIF CIC supports lenders across the credit lifecycle from credit appraisal and risk assessment to portfolio monitoring. Its credit information database is enriched by contributions from over 5,000 member institutions, enabling data driven insights that support a more resilient, transparent, and inclusive financial system in India.



GIZ India: Driving Sustainable Transformation for a Resilient and Inclusive Future

For more than six decades, the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH has been a trusted partner in India, working alongside government, businesses, communities, civil society and knowledge institutions to advance sustainable development. With offices in Delhi, Bengaluru and Mumbai, and a presence across the country, GIZ brings international expertise together with deep local understanding to address some of India's most pressing development challenges.

India stands at a defining moment in its development journey. As one of the world's fastest-growing major economies, the country is experiencing rapid urbanisation, industrialisation and rising energy demand. While this growth is creating unprecedented opportunities, it is also intensifying pressures on natural resources and ecosystems. The continued dependence on fossil fuels contributes significantly to greenhouse gas emissions, while climate change is already affecting lives and livelihoods through extreme heat, water stress, changing rainfall patterns, land degradation and increasing pressure on agricultural systems. With almost one-third of India's land affected by desertification and degradation and groundwater resources under growing stress, building resilience is no longer an option—it is an imperative.

The Indo-German Green and Sustainable Development Partnership, established in 2022, reflects the shared ambition of India and Germany to accelerate action towards the 2030 Agenda and the Paris Agreement. Within this partnership, GIZ supports transformative solutions that connect economic development with environmental sustainability, climate resilience and social inclusion.

GIZ's work in India spans environment, biodiversity and natural resource management; sustainable urban and industrial development; energy; and social and private sector development. Across these areas, the focus is not simply on addressing individual challenges, but on enabling systemic change.

In rural India, GIZ works with communities and public and private institutions to protect natural resources and biodiversity, strengthen climate resilience and transform agrifood systems. By promoting sustainable and climate-resilient agriculture, water management and livelihood approaches, these efforts seek to secure rural incomes while safeguarding the ecosystems on which communities depend.

In India's rapidly expanding cities and industrial regions, GIZ supports the development of cleaner, greener, more inclusive and climate-resilient systems. This includes strengthening sustainable urban and industrial development and advancing integrated approaches to river basin management, recognising that environmental, economic and social systems are deeply interconnected.

GIZ also contributes to India's energy transition by supporting the expansion of renewable energy, improving energy efficiency and enabling pathways towards lower-emission development. These efforts are complemented by initiatives that strengthen cooperation with the private sector, promote entrepreneurship and innovation, and create opportunities for sustainable economic growth.

At the heart of this work is a commitment to people-centred development. GIZ supports skills development, fair employment, entrepreneurship and stronger social protection, with particular attention to women and workers in the informal sector.

Through partnerships, knowledge, innovation and investment, GIZ is helping bridge the gap between ambition and action—supporting Ind ia in building an economy that is not only greener, but also more resilient, inclusive and future-ready.

Shri Kshethra Dharmasthala Rural Development Project (SKDRDP)

Shri Kshethra Dharmasthala Rural Development Project (SKDRDP) is one of India's leading rural development organisations, established in 1982 under the visionary leadership of Dr D. Veerendra Heggade, Dharmadhikari of Shri Kshethra Dharmasthala. Guided by the vision of poverty alleviation, self-reliance, and inclusive development, SKDRDP has been working extensively across Karnataka to empower rural communities, particularly women, farmers, and economically disadvantaged families.

The organization's core strength is its community-based approach, through which rural households are organized into Self-Help Groups (SHGs) and connected with formal financial institutions, government programmes, insurance providers, and social security schemes. As of 31 March 2026, 5,89,204 SHGs with 53 lakh members are active under SKDRDP.

Financial Inclusion and Digital Transformation

SKDRDP has played a pioneering role in strengthening financial inclusion in rural Karnataka. Since 2009, it has functioned as a Business Correspondent and Banking Facilitator (BC/BF) for major banks, linking SHGs and Joint Liability Groups with formal banking services. Through 13,148 Customer Service Points, rural and urban communities can access deposits, withdrawals, money transfers, credit, insurance, and other financial services. Transactions worth approximately ₹75 crore are carried out daily through these centers.

The organization has also transformed SHG record management through digital technology. Its proprietary Suvidha software and SKDRDP SHG App facilitate real-time financial transactions, digital loan applications, monitoring, reporting, and efficient management of SHG activities. SKDRDP BC Trust has also received ISO/IEC 27001:2022 certification, recognizing its commitment to information security and technology-driven service delivery.

During 2025–26, SHGs mobilized ₹567 crore in savings, taking cumulative savings to ₹3,680 crore. Members borrowed ₹23,967 crore, while the outstanding loan portfolio stood at ₹28,550 crore, supported by an almost 100% repayment performance.

Agriculture and Livelihood Development

Agriculture remains a major focus of SKDRDP's rural development strategy. Through trained Agriculture Supervisors, capacity-building programmes, farm mechanisation, irrigation development, and technology adoption, the organisation supports small and marginal farmers. During 2025–26, around 3.09 lakh members undertook agricultural and allied activities. The organisation facilitated the development of 37,671 irrigation sources, installation of 5,068 pump sets and 4,682 irrigation systems, and purchase of 2,389 farm machines.

CASHPOR MICRO CREDIT

CASHPOR Micro Credit (CMC) is a not-for-profit NBFC-MFI committed to advancing financial inclusion and empowering rural BPL women across some of India's most underserved regions. Established in 1996 by **Prof. David S. Gibbons**, CASHPOR has grown into one of the country's most respected microfinance institutions, guided by the belief that sustainable poverty reduction begins with empowering women through access to financial services, education, and essential community support.

Under the leadership of **Mr Mukul Jaiswal, Managing Director**, CASHPOR has continued to strengthen its mission of improving the socio-economic status of women living Below the Poverty Line (BPL). Headquartered in Varanasi, the institution operates across eastern Uttar Pradesh, Bihar, Jharkhand, Chhattisgarh, Odisha, and Madhya Pradesh, reaching millions of households through an extensive network of over 761 branches.

At the heart of CASHPOR's model is the formation and nurturing of Joint Liability Groups (JLGs), which promote collective responsibility, financial discipline, and mutual support among women borrowers. Through this proven approach, CASHPOR has empowered more than 3.8 million rural BPL women to establish livelihoods, strengthen household incomes, build financial resilience, and enhance their social standing within their communities.

Recognizing that poverty is multidimensional, CASHPOR complements its microfinance services with healthcare initiatives through a network of over 650 e-Clinics, providing affordable primary healthcare and telemedicine services. During the previous financial year, these centres facilitated 13.73 lakh telemedicine consultations, while Community Health Facilitators promoted awareness on maternal and child health, nutrition, sanitation, and disease prevention, contributing to improved community well-being.

Education remains another key pillar of CASHPOR's development efforts. Through a network of over 2,300 tuition centers, the organization provides supplementary academic support to nearly 79,000 children from economically vulnerable households. These initiatives contribute to improved learning outcomes, reduced drop-out rates, and greater educational opportunities for future generations.

CASHPOR's commitment to responsible finance and social impact has earned national and international recognition. The institution has received numerous accolades, including the **Microfinance Institution of the Year Award**, the **TrueLift Leader Milestone Award**, and the **Inclusive Finance India Award for Breaking Ground in WASH Financing**. Most recently, CASHPOR was honoured as a **60 Decibels Social Impact Award Winner**, securing the **top ranking among 65 participating financial service providers across Asia in the 2026 Microfinance Index**, reflecting its outstanding contribution to client well-being, responsible finance, and inclusive development.

For nearly three decades, CASHPOR has remained steadfast in its vision of enabling rural BPL women and their families to lead lives of dignity, opportunity, and self-reliance. By integrating financial inclusion with healthcare, education, and community development, the institution continues to create lasting social impact while contributing meaningfully to India's journey towards inclusive, sustainable, and equitable growth.

Midland Microfin Ltd. (MML) is one of India's fastest-growing microfinance institutions, driven by a single vision: a financially inclusive India where underserved households, particularly women, can access reliable, affordable credit to build long-term economic independence.

With a presence across **16 states and 2 union territories**, and a network of over **600 branches and 6,000+ employees**, Midland is a trusted financial partner to millions of women in rural and semi-urban India. Its core philosophy centres on women's empowerment: through microcredit, Midland helps women start small businesses, strengthen agricultural productivity, improve household infrastructure, and access better education and healthcare for their families. The result is not just higher household income, but greater confidence and independence for the women who earn it.

This is paired with financial literacy programmes that help borrowers manage expenses, build savings habits, and use credit productively rather than simply access it.

Midland's operations are anchored in **Environment, Social, and Governance (ESG)** principles. Socially, this means a focus on women's empowerment, education, healthcare, and skill development. Environmentally, it means distributing energy-efficient LED bulbs, mosquito racquets, and other eco-friendly products to rural households. On governance, it means transparency, ethics, and compliance at every level of lending.

Beyond financial services, the **Midland Foundation**, the company's CSR arm, runs health awareness camps, skill training for youth and women, menstrual hygiene campaigns, nutrition drives, and disaster relief programmes, each designed to build long-term resilience in underserved communities.

Midland measures its success not in scale alone, but in the lives changed at the margins of society. With an employee- and customer-centric culture and a firm commitment to ESG-driven growth, Midland Microfin Ltd. remains focused on scaling responsibly, deepening community engagement, and expanding access to credit across rural India.

इंडियन बैंक Indian Bank

आपका अपना बैंक, हर कदम आपके साथ

YOUR OWN BANK, ALWAYS WITH YOU

Established in 1907, Indian Bank is a leading public sector bank with a long-standing presence in India's banking sector. The bank has an extensive network across rural, semi-urban, urban and metropolitan markets.

Indian Bank has a strong presence across Retail, Agriculture and MSME (RAM) banking. These segments form a significant part of its business and enable the bank to serve a diverse customer base, including individuals, farmers, small businesses and enterprises.

The bank places strong emphasis on customer focus, innovation and technology. Its mission is to bring innovation and technology into its banking offerings and respond to the distinct needs of customers through their preferred channels. Its vision is centred on customer focus, employee engagement and sustainable growth.

With its extensive reach and focus on key sectors of the economy, Indian Bank continues to expand access to banking and financial services across diverse customer segments. Its engagement in agriculture, MSME and retail banking also reflects its role in supporting individuals and businesses across the country.

IOB

Good people to grow with

Established in 1937, Indian Overseas Bank (IOB) was founded by Shri M. Ct. M. Chidambaram Chettyar with an initial focus on foreign exchange and international banking. The bank began operations simultaneously in Karaikudi, Chennai and Rangoon, followed by a branch in Penang.

IOB was among the 14 major banks nationalised in 1969. Over the years, it has expanded its banking operations across diverse customer and business segments. The bank currently has an overseas presence in Singapore, Hong Kong, Thailand and Sri Lanka.

The bank has a broad portfolio spanning retail, agriculture and rural banking, MSME, corporate banking and digital services. Its Agri & Rural banking portfolio includes agriculture credit and financial inclusion initiatives. IOB also offers dedicated SHG and JLG loans, alongside a range of MSME financing solutions.

IOB also has a focus on women's financial empowerment, with initiatives such as IOB Sakhi and other specialised products. Its digital offerings cover mobile banking, UPI, digital account opening and other technology-enabled services.

With its long-standing presence, international roots and engagement across agriculture, rural finance, MSMEs and financial inclusion, Indian Overseas Bank continues to serve a wide range of customers across India and select international markets.

ੴ ਸ੍ਰੀ ਵਾਹਿਗੁਰੂ ਜੀ ਕੀ ਫ਼ਤਹਿ

Punjab & Sind Bank

(A Govt. of India Undertaking)

Where service is a way of life

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 119th foundation day on June 24, 2026, 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 1654 (as on 31.03.2026) branches, 1161 ATMs, 3 digital banking units, and 3027 business correspondents. This wide delivery infrastructure more than 5800 channels demonstrates Punjab & Sind Bank's dedication to ensuring accessibility and convenience for its vast customer base. The organization employees more than 10,500 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 FY2025-26, showcases considerable financial strength. Total business mix is ₹2,63,652 crore, comprised of deposits of ₹1,45,829 crore and advances of ₹1,17,823 crore. The focus on priority sectors, with RAM (Retail, Agriculture, and MSME) advances comprising 58.80% 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 ₹2,182 crore and net profit at ₹1322 crore as on March 2026. These figures reflect strong operational controls and prudent business practices. Asset quality remains robust, with a Gross NPA of 2.40% and Net NPA of 0.79%, indicating effective risk management and loan portfolio oversight. The Provision Coverage Ratio stands at 90.91%, highlighting a conservative approach to provisioning and risk buffering. The Capital to Risk Weighted Assets Ratio (CRAR) is 17.42%, 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.

ESAF SMALL FINANCE BANK

Joy of Banking

ESAF Small Finance Bank is a scheduled commercial bank committed to advancing financial inclusion and responsible banking while delivering its promise of the "Joy of Banking." Headquartered in Thrissur, Kerala, the Bank commenced banking operations on 10 March 2017. It became the first private bank from Kerala to receive a banking licence after India's independence. ESAF is also the first Indian bank to become a member of the Global Alliance for Banking on Values (GABV).

The Bank's roots go back to 1992, when ESAF was founded as a non-governmental organisation by Dr K. Paul Thomas, with a mission to empower underserved communities. Its journey evolved from social development and micro-enterprise initiatives to an NBFC in 2008 and subsequently to a Small Finance Bank in 2017. This legacy continues to shape ESAF's focus on inclusive growth, grassroots development, financial literacy and livelihood enhancement.

As of 30 June 2026, ESAF serves more than 1 crore customers through 821 banking outlets and 5,142 touchpoints, with a presence across 24 states and 2 Union Territories. Its network includes 721 ATMs, 1,064 CSCs and 2,505 banking agents. The Bank reported total business of ₹51,140 crore, deposits of ₹26,924 crore, gross advances of ₹23,216 crore, CASA of ₹6,297 crore, operating profit of ₹349 crore, and net profit of ₹80 crore.

ESAF offers a comprehensive suite of banking and financial solutions, including savings and current accounts, fixed and recurring deposits, gold, home, vehicle, MSME, agriculture and clean-energy loans, digital banking, cards, UPI, forex and remittance services, insurance, mutual funds and pension products.

Sustainability and social impact are integral to ESAF's business philosophy. Its approach is aligned with the 3P philosophy – People, Planet and Prosperity, supported by a dedicated sustainable banking function. The Bank allocates 5% of its profits towards CSR initiatives, with programmes focusing on children's welfare, migrant welfare, mental-health awareness, poverty reduction, sanitation, livelihood development and access to government schemes.

ESAF Small Finance Bank was listed on the stock exchanges on 10 November 2023, marking another important milestone in its journey. Today, ESAF continues to combine banking, technology, sustainability and social purpose, working towards inclusive prosperity while remaining rooted in its founding mission of transforming lives through responsible finance.

Jana Small Finance Bank

A SCHEDULED COMMERCIAL BANK

Jana Small Finance Bank is a scheduled commercial bank and the fourth largest Small Finance Bank in India, with over **18 years of delivering trusted financial services**. Since commencing operations as a Small Finance Bank in 2018, the bank has evolved into a nationally present institution serving **individuals, MSMEs and institutions across India**.

With a presence across **25 States and Union Territories and 800+ branches**, the bank combines scale with structured governance, strong asset quality and experienced leadership. With a workforce of **27,000+ employees and 12+ million customers served**, the bank continues to strengthen its position as a diversified banking institution with a growing presence across the country.

The bank has predominantly built a secured lending portfolio and a growing retail deposit franchise, while continuing to invest in digital capabilities alongside physical expansion.

SATIN

DREAM BIG, DELIVER BIGGER

Satin Creditcare Network Limited (SCNL or Satin) is a leading rural institution in the country with presence in 27 states, 5 union territories and over 1,00,000 villages. The Company's mission is to be a leading rural financial institution by providing a comprehensive range of products and services for the financially under-served community. The Company aims to lead in gender empowerment by leveraging technology and innovation that forge sustainable strategic partnerships. The group also offers a bouquet of financial products in the non-MFI segment, comprising of loans to MSMEs and affordable housing loans. In April 2017, SCNL incorporated a wholly owned housing finance subsidiary Satin Housing Finance Limited (SHFL) for providing loans in the affordable and micro-housing segment. In January 2019, SCNL received separate NBFC licenses to commence MSME lending business through Satin Finserv Limited (SFL). In August 2024, SCNL incorporated a subsidiary for software services, Satin Technologies Limited (STL) dedicated to developing innovative, world-class technology solutions by leveraging cutting-edge technologies. In August 2025, Satin Growth Alternatives Limited ("SGAL") was incorporated to act as IM to Category II Alternative Investment Fund (AIF) under SEBI regulations, to further the cause of impact and empowerment, especially dedicated to gender lens investing and sustainability. As on 30 June, 2026 Satin had 2,041 branches and a headcount of 18,518, serving 34 lakh clients at a consolidated level.

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 consisting 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.,

Awards received by RMFL in recent years :

2025

In the 10th Elets NBFC100 Leader of Excellence Awards, a distinguished recognition celebrating the outstanding contributions of Non-Banking Financial Companies (NBFCs) in driving growth, innovation, and excellence held on 21.11.2025 at Mumbai, Repco Micro Finance Ltd., and its Executives received the following awards

1) Excellence in Micro Finance ;
2) Operational Excellence Leadership in NBFCs;
3) Financial Leadership Excellence in NBFCs

2024

In the 18th NBFC & Fintech Conclave & Awards 2024 held on 13.12.2024 at Chennai,

Repco Micro Finance Ltd received the following awards :

1) Customer Oriented Micro Finance,
2) Dominant Micro Finance of the year, and
3) Most Influential Micro Finance of the year.

RMFL's Credit Rating was upgraded by ICRA to `A-' from 'BBB+' in October 2025, a remarkable milestone in the company's journey.

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.

Belstar™
Microfinance Limited
Lending Hope. Building Futures.

Belstar Microfinance Limited, a subsidiary of Muthoot Finance Limited, is one of the fastest-growing microfinance companies in India. The company is focused on driving financial inclusion across the country by furthering entrepreneurship and economic empowerment of women and maintaining its status as a truly customer-focused, ethical NBFC-MFI.

To meet the diverse financial needs of our customers, we offer a range of loan products, including micro-enterprise, festival, and education loans, through our extensive branch network spanning 19 States and 2 Union Territories. We have also expanded our portfolio with gold loans, offered through dedicated branches across Tier II and Tier III towns in Tamil Nadu, Andhra Pradesh, Telangana, and Karnataka. Further strengthening our commitment to holistic financial well-being, we are an IRDAI Corporate Agent Licensee, enabling us to provide insurance solutions that enhance the financial security of our customers and their families.

We are one of the Top 10 NBFC-MFIs, with a strong credit rating of "AA/Stable" from CRISIL. Our operations are backed by an ISO/IEC 27001:2022 Certified Information Security Management System, demonstrating our commitment to data security and governance. Our business model is unique in microfinance as it strives for a double bottom line approach by targeting both financial performance and social transformation.

Our Vision

To be a socially responsible MFI working towards entrepreneurship and economic empowerment of women and achieving double bottom line.

Our Mission

To be a catalyst for women's economic empowerment by delivering inclusive and responsible financial services, coupled with community engagement that enables long-term economic resilience and sustainable livelihoods.

Our Goal

To provide digital financial inclusion to microentrepreneurs.

Values which Drive Us

Integrity | Professionalism | Accountability | Transparency | Teamwork | Empathy and Passion

Awards & Recognition

- Recognized as a 'Great Place to Work' for the third consecutive year.
- Ranked among Top 5 of India's Best WorkplacesTM in Microfinance and Top 50 of India's Belstar WorkplacesTM in BFSI by Great Places to Work.
- Certified at Gold Level in Client Protection Standards by MFR
- Winner of Elaben Memorial Award for Best Women-Friendly Financial Institution 2024 by Sa-Dhan.

Key Statistics (as on 31/3/26)

- Amongst TOP 10 Microfinance Institutions in India
- Subsidiary of Muthoot Finance Limited
- AUM of ₹8222.13 crores
- ₹24.70 crore of profits (PAT) in FY26, more than a decade of profitable business operations

LIC
भारतीय जीवन बीमा निगम
LIFE INSURANCE CORPORATION OF INDIA

kotak life

Kotak Mahindra Life Insurance Company Limited is a 100% owned subsidiary of Kotak Mahindra Bank Limited. Kotak Life provides world-class insurance products with high customer empathy. Its product suite leverages the combined prowess of protection and long-term savings. Kotak Life is one of the fastest growing insurance companies in India with 372 branches^ across 163 cities as on 31st March 2026 and has covered more than ~5 crore lives[$].

Disclaimers:

$Figures arrived are basis the data published on https://www.kotak.com/content/dam/Kotak/investor-relation/Financial-Result/QuarterlyReport/FY-2024/q1/Investor-Presentation/Q1FY2024-Investor-Presentation.pdf

^As on March, 2026- https://www.kotak.bank.in/content/dam/Kotak/investor-relation/Financial-Result/QuarterlyReport/FY-2026/q4/investor-presentation/Q4FY26-Investor-Presentation.pdf.

Kotak Mahindra Life Insurance Company Ltd. IRDAI Regn. No.:107, CIN: U66030MH2000PLC128503, Regd. Office: 3rd Floor, Plot # C - 12, G-Block, BKC, Bandra (E), Mumbai - 400 051. Website: www.kotaklife.com | Toll Free No.: 1800 209 8800

SHRIRAM Life Insurance

associated with Sanlam group

Shriram Life Insurance – Building a More Secure India

For two decades, Shriram Life Insurance has been committed to bringing financial protection within reach of every Indian family. With a strong presence across 729 branches, assets under management of ₹15,216 crore, and a deep focus on underserved and rural communities, the company combines trust with technology to make life insurance more accessible, affordable and relevant.

With ₹171.85 crore in claims settled in FY 2025-26, supporting 4,805 families, and a 98.52% claim settlement ratio, Shriram Life continues to put customer security at the heart of its business.

Driven by its purpose of bringing vulnerable families into the safety net of life insurance, Shriram Life leverages innovations such as ShriMithra, Astra, facial-recognition eKYC, ShriA and the Shriram Smart Suraksha Card to simplify insurance journeys and strengthen last-mile service.

Shriram Life Insurance – 20 years of building prosperity, protecting families, and taking the promise of life insurance closer to every Indian.

Coverfox

Coverfox rides the rails of India's lending ecosystem, NBFCs, MFIs, and digital lenders, to embed insurance directly into the borrowing journey, so people get covered at the exact moment they take a loan. At its core, Coverfox exists to close the insurance gap for India's "missing middle," people beyond government safety nets but underserved by traditional insurers, by meeting them through networks they already trust.

With 20M+ lives protected, 72+ corporate partnerships, Coverfox's solutions span Credit Life, Personal Accident, EMI Protect, and Health & Wellness, addressing protection needs across the lending journey.

Powered by proprietary technology-led distribution, Coverfox delivers insurance at scale with speed, efficiency and transparency. Through digital solutions, it bridges the last-mile gap and simplifies access to insurance for both financial institutions and their customers.

With a mission to insure 100 million lives by 2030, Coverfox is helping connect credit, protection and financial inclusion across India.

Symbo is an insurtech platform built to make insurance accessible within the financial journeys of customers. For microfinance institutions, NBFCs, banks and digital lending platforms, Symbo provides the technology, insurance expertise and operational support to integrate protection seamlessly into the lending lifecycle. This enables lenders to offer insurance at the point of borrowing, without creating additional complexity for their teams or friction for customers.

In the microfinance sector, a loan often supports much more than an individual borrower. It may fund a small business, strengthen a household income, pay for education or help a family manage a life goal. However, unexpected events such as illness, accidents, disability or loss of life can disrupt repayment capacity and place pressure on the borrower's family. Symbo helps lending institutions address this vulnerability through contextual credit-linked protection designed around the borrower, loan amount and tenure.

Symbo's modular, API-first platform supports products such as credit-linked life, health, personal accident and affordable sachet insurance. These covers can be embedded into digital or assisted lending journeys, with clear disclosures and explicit customer consent. The platform manages the process, including product design, insurer coordination, digital onboarding, real-time policy issuance, customer communication, servicing, claims support, reconciliation and reporting. This gives lending partners a streamlined system instead of multiple disconnected insurer and operational workflows.

For institutions serving large volumes of small-ticket borrowers, speed and reliability are essential. Symbo's infrastructure is designed to support high-volume issuance, flexible pricing linked to loan size, configurable customer journeys and multi-insurer orchestration. It can integrate through APIs, white-labelled journeys and other modular solutions, allowing partners to adopt the model that best suits their existing technology and distribution network. Real-time dashboards also provide visibility into policies, premiums, claims, conversions and partner-level performance.

Beyond simplifying insurance distribution, Symbo helps lenders create stronger and more resilient credit ecosystems. Relevant protection can help borrowers and their families manage financial shocks, reduce the impact of unforeseen events on repayments and improve confidence in the lending relationship. For lenders, it can support better customer experience, operational efficiency, faster disbursement processes and more stable portfolio outcomes. Insurance can also become a meaningful value-added service rather than an unrelated product offered after the loan has been issued.

Symbo works with leading insurers and enterprise partners across fintech, financial services, retail, travel, logistics and other sectors. Its experience in embedded insurance enables it to develop programs that combine technology, compliance, product relevance and customer-centric design. Each program can be configured for the needs of a particular institution, borrower segment, channel or lending product.

At Sa-Dhan, Symbo brings a clear proposition for the microfinance ecosystem: make meaningful protection an integral part of responsible lending. By connecting lenders, insurers and borrowers through one scalable platform, Symbo helps MFIs extend access to insurance in a way that is efficient, transparent and suited to underserved communities. The goal is not simply to attach insurance to a loan, but to strengthen financial resilience, protect livelihoods and help lending institutions serve their customers more effectively throughout the entire credit journey.

Website : https://symbo.co/
Fintech Offerings : https://symbo.co/industry/fintech-bfsi

Marketing POC:
Shashank Vichare
+91 9920780390
shashank.vichare@symboinsurance.com

Dista for MFIs: Empowering Financial Inclusion Through Location Intelligence

Dista is an AI-powered, low-code location intelligence platform tailored for microfinance institutions (MFIs). By combining geospatial data with AI, Dista helps MFIs expand their reach across rural and semi-urban India while maintaining compliance and keeping operations cost-effective.

Microfinance runs on local trust and on-the-ground presence. Field officers often navigate remote Tier 2, 3, and 4 regions, balancing spotty connectivity with demanding schedules. Dista helps MFIs solve these field challenges—optimizing daily field agent schedules (from recurring center visits to ad-hoc loan calls), orchestrating collections, and verifying field visits in real time.

Using Dista, field teams handle everything from pre-disbursal checks to collections for both individual borrowers and group meetings. Branch managers can seamlessly weave urgent drop-ins into structured daily beats, while leadership gets clear visibility into team productivity, regional delinquency trends, and resource allocation.

MFIs also leverage Dista's AI-driven location intelligence for strategic expansion, testing "what-if" growth scenarios before deploying resources on the ground.

Proven Impact:

- 43% drop in travel time and distance covered
- 25% increase in direct customer face time
- 22% reduction in required field force overhead

Leading MFIs - including IIFL Samasta, CAG, L&T Finance, and Muthoot Microfinance - rely on Dista to power:

- Customer Sourcing & Sales
- Debt Collections & Recovery
- Field Force Management & Route Optimization
- End-to-End Loan Origination Journeys

Dista enables MFIs to process loans faster, boost recovery rates, and spend more time where it actually matters —with borrowers.

Visit us at Booth #12.

TRACKOLAP

Who We Are

TrackOlap is an AI-powered field force automation and business operations platform purpose-built for NBFC-MFIs, small finance banks, business correspondents and recovery teams. It enables financial institutions to bring greater visibility, accountability and efficiency to distributed operations across rural, semi-urban and urban markets.

Trusted by 2000+ businesses and ISO-certified, TrackOlap is a product of Kaptune Media India Pvt. Ltd., headquartered in Noida.

What We Do for Microfinance Institutions

- **Verified Field Presence** – AI-powered facial-recognition attendance with GPS and geo-fenced branch and centre boundaries ensures authentic field presence.
- **Live Field Visibility** – Location updates every 30 seconds, full-day journey replay, centre-meeting and beat planning, and route optimisation improve field execution.
- **Sales and Lead Conversion Intelligence** – TrackOlap's AI-enabled CRM helps reduce lead leakage, prioritise high-potential opportunities and improve conversions across customer acquisition, deposit mobilisation and cross-selling.
- **Intelligent Task Management** – Assign, prioritise and monitor field activities in real time, ensuring clear ownership, timely execution and greater accountability.
- **Location-Based Task Control** – Assign, view and report tasks according to employee work locations, improving operational focus, security and branch-level visibility.
- **Standardised Data Capture** – Language validation for task forms supports English and Hindi inputs, improving data consistency and reducing integration errors.
- **Cash-Lite Collections** – Customer- and EMI-specific UPI QR codes enable instant payment confirmation, digital receipts and same-day reconciliation.
- **Workflow Automation** – Digitised sourcing, KYC, residence verification, disbursement checks and EMI follow-ups create timestamped, geo-tagged audit trails.
- **Verified Travel Expenses** – Odometer photographs and readings simplify travel-claim verification, strengthen expense controls and reduce discrepancies.
- **Integrated Generative AI Assistance** – Integration with ChatGPT and Claude helps teams interpret operational data, generate summaries, streamline reporting and access faster, context-aware insights for informed decision-making.
- **Actionable Intelligence** – AI-enabled dashboards provide real-time insights into collection efficiency, field productivity and branch performance—from head office to the last loan officer.
- **DPDP-Aligned, India-First Architecture** – Built with India-first data residency and designed to support compliance with India's Digital Personal Data Protection Act through responsible data governance, consent and privacy controls.

One Unified Platform

Beyond field force automation, TrackOlap integrates HR, payroll, CRM, attendance, expenses, tasks and fleet management. Available on web, Android and iOS, it offers configurable workflows and reports aligned with each institution's operating model.

Our Commitment to the Sector

Microfinance scales on trust, and trust is built one verified visit, one transparent collection, one respected borrower at a time. Every hour a loan officer saves is an hour returned to the customer. Every geo-tagged record is proof that fair practice was followed, not merely claimed. We exist to make that discipline effortless – so institutions can grow faster without growing riskier. The sector's operating model is already shifting: cash to UPI, registers to audit trails, assumption to evidence. TrackOlap is the infrastructure for institutions that intend to lead that shift, not adjust to it.

www.trackolap.com

1) TrackOlap – Turning Field Intelligence into Financial Impact.
2) TrackOlap transforms every field visit into verified, structured intelligence—ensuring your MIS reflects ground-level reality, not paperwork.

SCIENAPTIC

Scienaptic AI is a global AI-powered credit decisioning company founded in 2014, on a mission to make credit smarter, fairer and more inclusive.

Trusted by 160+ financial institutions including India's largest MFIs, major banks, leading NBFCs and fintechs such as CreditAccess Grameen, IIFL Samasta, Chaitanya, Unity Bank, Jana Small Finance Bank, BharatPe and Credila – Scienaptic processes over 50 lakh credit decisions monthly, evaluating loan applications worth ₹40,000+ crore and enabling 20 lakh+ underserved individuals to access responsible credit each month.

At the core of Scienaptic's offering is a no-code, AI-powered Credit Business Rules Engine (BRE) that empowers lending teams to automate underwriting, manage risk and drive financial inclusion with zero IT dependency. The platform integrates multi-bureau connectivity, account aggregator, alternative data, advanced ML models and early warning systems into a single, real-time decisioning engine.

For MFI lenders specifically, Scienaptic enables instant JLG loan underwriting aligned with RBI guidelines, cross-sell pre-approvals, early bounce prediction and digital lending underwriting, all from one platform.

With a decade of innovation, 3,000+ risk-predictive data attributes and operations across India, the US and APAC, Scienaptic is redefining how financial institutions make credit decisions at speed, at scale and with purpose.

Craft Silicon

Thinking. Crafting. Transforming.

Craft Silicon is a global fintech technology company providing advanced software solutions to Banks, Microfinance Institutions and NBFCs across multiple regions. We enable financial inclusion through scalable platforms that drive digital transformation and innovation in financial institutions' infrastructure. We are serving 300+ financial institutions across 30+ countries worldwide, supported by a team of 700+ professionals.

Melento's journey began as SignDesk, focused on simplifying digital documentation, and has evolved into a global RegTech company and now an AI-native, low-code Agentic AI platform simplifying the workflow, contract, onboarding, regulatory, and compliance journeys of enterprises. Today, Melento brings together Trust & Identity, Contract Lifecycle Management (CLM), Workflow Automation, digital onboarding, eSign, eStamp, and intelligent AI capabilities to transform critical business processes from initiation to execution.

Serving 3,000+ enterprises across India, the U.S., and the UAE, Melento has a team of 400+ professionals, has processed 60M+ transactions, and has earned 20+ innovation awards. Its platform enables organizations across BFSI, telecom, healthcare, manufacturing, retail, FMCG, legal, consulting, and other sectors to build secure, compliant, and intelligent digital operations.

At the core is Melento's Collaborative Intelligence Platform (CIP), a low-code platform that combines enterprise systems, Agentic AI orchestration, workflow automation, and human collaboration. CIP translates business objectives into executable workflows through the Mel-CAB framework: Business Objective, AI Planning, Tool Selection, Execution, Human Approval, and Outcome. It combines AI agents with enterprise tools while keeping humans in the loop for consequential decisions. CIP includes MWork, MPlan, MReach, MStream, and MFolks, with MStream Visual Builder providing freedom with guardrails. It supports configurable integrations, WhatsApp and multilingual Voice AI, enterprise AI models, BYOM, and platforms such as AWS Bedrock.

Melento's Trust & Identity capabilities enable secure onboarding, identity verification, authentication, digital evidence, eSign, eStamp, and compliance-driven workflows. Enterprises can digitize customer, partner, and employee journeys while strengthening governance, auditability, and trusted digital transactions.

Its Contract Lifecycle Management solution manages contracts across creation, negotiation, approval, execution, obligations, renewals, and governance. CLM combines centralized repositories, clause libraries, workflow automation, contract intelligence, and AI-powered insights.

AI capabilities include LLM-powered metadata and clause extraction, contract summarization, an AI Assistant for natural-language contract interaction, AI Playbook for rule-based first-level review, Ask SAM for contextual natural-language repository search, AI Impact Analysis for interpreting additions, deletions, and modifications, and Legacy Contract Uploads for bulk processing and structured metadata extraction.

Melento's AI commercial model combines role-based AI License Fees with an AI Wallet. Licensed users can activate available AI capabilities, while usage is charged per transaction or "hit," providing visibility and control over AI consumption.

For BFSI, Melento supports customer onboarding, KYC, loan documentation, digital signatures, eStamping, digital evidence, compliance workflows, and financial-contract management. Across non-BFSI sectors, it enables vendor and partner onboarding, operational workflows, contract management, approvals, compliance, and AI-powered operational intelligence.

By bringing trust, contracts, workflows, and AI into one collaborative platform, Melento helps enterprises reduce operational complexity, strengthen control, accelerate execution, and build intelligent, scalable, and compliant digital operations.

The platform is designed to move enterprises beyond isolated automation toward connected, outcome-driven execution. Its architecture brings Enterprise Systems together with Agentic AI Orchestration, Collaborative Intelligence, and Business Strategy, enabling organizations to coordinate people, processes, data, and AI across functions. Through configurable workflows, approvals, governance controls, audit trails, and real-time visibility, enterprises can operationalize AI responsibly while retaining the oversight required for high-impact business decisions and regulated environments at scale.

Jayam Solutions Private Limited is a Software Products and Services Company established in 2002, delivering high-quality software solutions and technology services to clients across India and international markets. Over the years, Jayam Solutions has evolved into a **multi-product, multi-domain technology company** serving a diverse customer base comprising micro, small, medium and large enterprises.

We provide scalable, configurable and user-friendly technology solutions that help organizations improve operational efficiency, enhance competitiveness, automate business processes and keep pace with evolving technologies. Our offerings combine software products, project implementation, technology consulting and customized solutions to address diverse and evolving business requirements.

Jayam Solutions has a diversified portfolio of **10 software products** serving multiple business and industry requirements. These include

- **eFIMO** – Comprehensive Microfinance Suite
- **WIN CBS** – Core Banking Solution
- **WIN SME Lending** – MSME and SME Lending
- **WIN HRM** – HRM and Payroll Solution
- **WIN GLS** – Gold Loan Solution
- **WIN HFS** – Housing Finance Solution
- **WIN VFS** – Vehicle Finance Solution
- **WIN MIS** – Micro Insurance Solution
- **WIN WRF** – Warehouse Receipt Finance
- **WIN SCM** – Supply Chain Management

This diversified portfolio enables us to address multiple verticals and business functions.

We have extensive experience delivering technology solutions for **Microfinance Institutions, MSMEs, SMEs, NBFCs, Banks and other sectors**, supporting process automation, lending operations, reporting, security and operational efficiency. We integrate our products and services to create customized solutions and undertake technology-driven business transformation initiatives that support organizations in their digital journey.

Jayam Solutions has successfully implemented **250+ projects worldwide** across Microfinance and other verticals. Our platforms are designed to support large-scale operations and are built with scalability, configurability and reliability in mind.

The Company has maintained a **positive net worth since inception** and is certified against **CMMI Level 3, ISO 9001, ISO 27001, SOC 1 Type 2** and SOC 2 Type 2 standards, reflecting our commitment to quality, information security and operational controls.

We serve customers across domestic and international markets through our Products and Services portfolio. Jayam Solutions operates from a **16,000+ square-foot facility** comprising corporate and software development facilities, supported by modern infrastructure and technology, with **300+ professionals** and an experienced senior management team.

As part of our continued product innovation, **Jayam Solutions is launching eFIMO 5.0, a next-generation, AI-driven version of its flagship platform**. eFIMO 5.0 introduces **workflow-driven and rule-based controls**, enabling organizations to configure and automate business processes with greater flexibility and control. It also provides **dynamic report-building and configurable screen-design capabilities**, allowing organizations to adapt reports, screens and workflows to evolving business requirements with greater agility and reduced dependency on product customization.

We continue to invest in expanding our product portfolio, strengthening our global presence and enhancing delivery capabilities, with a focus on **innovative, cloud-ready and AI-enabled enterprise solutions** that address evolving customer requirements and support digital transformation.

Our commitment to innovation, quality, and customer success has been recognized through prestigious industry awards and global quality certifications.

- HSBC presents CNBC-TV18 SME Champion Awards - Season 2
- Excellence in Digital Transformation 2025 – Awarded for driving digital transformation through innovative enterprise software solutions.
- ET NOW Business Excellence Awards
- Excellence in Professional & Business Services 2025 – Recognizing Jayam Solutions' excellence in delivering enterprise technology solutions and business innovation.

finpass
Underwriting Simplified

Finpass is an AI-powered credit intelligence and underwriting platform for banks, NBFCs, NBFC-MFIs, small finance banks and digital lenders across India. It brings bank statement, Account Aggregator, multi-bureau, SMS, GST and ITR data together in a single credit view. With that view, lenders can assess repayment capacity, catch over-indebtedness and underwrite thin-file borrowers in seconds.

Its AI underwriting engine turns this data into instant approve/reject recommendations. Each decision applies your credit policy and comes with fraud flags and a full audit trail, cutting loan processing from days to minutes.

The newest launch is FinPass OS, an agentic lending OS that unifies loan origination (LOS) and loan management (LMS) from sourcing to collection.

Trusted by 3,000+ lenders, with 10M+ applications processed at 99.5% accuracy. ISO 27001, SOC 2 and DPDP-ready.

TRACKOFIELD

TrackoField is a product of 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. Their clients span 40+ countries, 1,000+ businesses, and 500,000+ users/units.

TrackoField leverages location intelligence and geo-spatial data to streamline field operations, offering up to 99.9% accuracy in live location tracking and task and service updates. As an AI-powered field force automation platform, it is purpose-built for field-oriented businesses across sectors such as NBFCs, MFIs, Banks, healthcare, and FMCG distribution, where accurate field data directly supports accountability and compliance.

The platform automates attendance through AI-enabled face recognition and geo-verified check-ins, deploys AI bots for real-time query resolution and task nudges, and integrates with 200+ CRM, ERP, and HRMS systems already in use across organisations. This reduces manual reporting errors to negligible levels, giving organisations reliable, real-time data to manage field teams with greater transparency and control.

Affordable & Accessible Healthcare for All

aiqa is on a mission to make quality healthcare and financial protection **affordable, inclusive and accessible to everyone.**

We believe access to healthcare should not depend on where a person lives or their financial circumstances. By partnering with MFIs, NBFCs and Banks, aiqa enables financial institutions to extend meaningful healthcare and insurance benefits to their customers—helping individuals and families access care when they need it most.

Our Reach & Experience

8 Million+ Customers Served: aiqa has served over 8 million customers and has led large-scale healthcare projects for rural audiences across India, Africa and Russia. Our approach combines digital healthcare, physical healthcare access and financial protection, creating an integrated healthcare ecosystem for underserved communities.

Healthcare & Protection Solutions

Doctor Consultations - Access qualified doctors through online consultations, reducing the need for customers to travel long distances or wait for medical advice.

Health Camps - Organised healthcare camps bring doctors and essential health services closer to communities, enabling preventive care, health awareness and early identification of health concerns.

aiqa health centres - Healthcare access points at MFI, Bank and NBFC branches, combining physical and digital interventions to connect customers with doctors and essential healthcare services.

Diagnostics & Lab Tests - Affordable diagnostic services and lab tests help customers access essential testing closer to their communities, supported by aiqa's extensive diagnostic network.

Lab Tests on Wheels - Mobile diagnostic facilities take testing directly to underserved communities, helping reduce geographical and accessibility barriers.

Pharmacy & Medicines - Access to medicines at affordable prices, along with discounts on pharmacy purchases, helping families manage their healthcare expenses.

Hospital Cash Benefit* - Financial support during hospitalisation, helping customers manage expenses and protect household income during difficult times.

Credit Life & Personal Accident Insurance* - Protection against unforeseen events, helping families manage financial liabilities and reduce the burden during challenging circumstances.

Built for Financial Inclusion

Value for Financial Institutions

- Support customers during their most challenging times
- Help reduce financial stress and potential delinquencies
- Extend meaningful healthcare and protection benefits to underserved customers
- Digitise healthcare and insurance processes
- Reduce paperwork and operational effort
- Create additional value and potential ROI from existing customer relationships

Value for Customers

- Affordable and accessible healthcare
- Doctor consultations without geographical barriers
- Health camps and healthcare access closer to communities
- Affordable diagnostics, lab tests and medicines
- Financial protection during unforeseen events
- Omnichannel access across digital and physical touchpoints

Our Vision

Make quality healthcare and financial protection accessible to every individual and family—especially those who are underserved.

***aiqa** is a health-benefits and embedded-insurance platform. Insurance products are distributed by Hospido Private Limited (IRDAI Corporate Agent - Composite, CA0829) and underwritten by licensed insurers.

m-swasth
SANRAKSHAN | SWASTHYA | SURAKSHA

Founded in 2021, M-Swasth is one of India's largest integrated Phygital Healthcare service provider, combining physical e-clinics with digital healthcare technology to deliver affordable, accessible, and quality primary healthcare to underserved communities across India.

Through its "Brick-and-Click" model, M-Swasth combines the reach of physical e-clinics with the convenience of digital healthcare. Trained nurses provide assisted care at the clinic and connect patients with MBBS doctors through audio and video consultations. The model brings together consultations, health camps, diagnostics, medicines, preventive healthcare, and digital health records to provide accessible and connected care closer to the communities that need it most.

Guided by the philosophy of "Sanrakshan, Swasthya, Suraksha" - Preventive Healthcare, Primary Healthcare, and Healthcare Protection, M-Swasth is focused on strengthening last-mile healthcare access through technology-enabled and community-centric care.

Today, M-Swasth has a growing network of 3,350+ e-clinics across 1,500 blocks, 540 districts, and 9,000+ pincodes across India. Its healthcare ecosystem is supported by a dedicated workforce of 4,000+ professionals with 1.1 lakh+ laboratory tests conducted and 5,000+ health camps delivered.

M-Swasth has a strong presence in underserved and rural communities, with 75% of patients coming from rural India and 70% of e-clinics located in rural regions. Women account for 67% of all consultations, reflecting the organization's focus on maternal and women's healthcare.

Since inception, M-Swasth has served 1.62 crore clients across India and provided primary healthcare services to 3.5 lakh+ beneficiaries through health camps. These initiatives have delivered free consultations, medicines, preventive healthcare, and health awareness at the community level.

The platform has enabled 1.18 crore+ doctor consultations, distributed 74 lakh medicine kits, and facilitated 10 lakh+ pregnancy-related consultations, strengthening access to essential, preventive, and maternal healthcare services.

By bringing together physical healthcare infrastructure, digital technology, assisted consultations, diagnostics, medicines, preventive care, and community outreach, M-Swasth is building a scalable primary healthcare ecosystem designed to bring quality healthcare closer to the communities that need it most.

FRIENDS OF WOMEN'S WORLD BANKING INDIA

Friends of WWB, India, also known as Friends Women's World Banking India (FWWB), is a leading development organisation in India, promoted in 1981 by Ela Bhatt, the founder of SEWA and SEWA Bank. As an affiliate of Women's World Banking, a global network based in the USA, FWWB's primary objective is to empower women and expand financial access for underprivileged women across India through capacity-building and catalytic lending support. The organisation works towards creating an equitable and just society through its flagship programs focused on livelihood and entrepreneurship, agriculture, water and sanitation, and climate action and renewable energy. Cumulatively, FWWB has positively impacted more than 12 million+ women and 440+ institutions across 22 states in India.

BOI

Established in **1906**, Bank of India (BOI) is one of India's long-standing public sector banks. From its origins in Mumbai, the bank has grown into an institution with a strong national presence and significant international operations.

BOI has over **5,300 branches across India**, supported by a network of Zonal and Field General Manager Offices. The bank also has an international presence across **15 countries and five continents**, with branches and offices in key global financial centres.

The bank has a distinct focus on **developmental banking**, particularly for small businesses, mass-market and rural segments. Its vision also places emphasis on serving corporates, medium businesses and retail customers. Its mission combines proactive banking services with cost-effective and responsive services for these diverse markets.

BOI has also been an early adopter of technology and banking innovation. It introduced a fully computerised branch and ATM facility as early as **1989** and was a founder member of SWIFT in India. The bank continues to combine modern banking systems with its longstanding institutional values.

With its extensive reach, development-banking mandate and presence across rural, small-business and mass-market segments, Bank of India plays a significant role in expanding access to formal financial services. Its philosophy of "**Relationship Beyond Banking**" further reflects its approach to building long-term relationships with its customers and stakeholders.



As India's third-largest private sector bank, **Axis Bank** delivers an integrated suite of financial services spanning Large and Mid-Corporates, MSMEs, Agriculture, and Retail Banking. Supported by a balance sheet of ₹18,86,850 crores and serving approximately 54 million customers, the Bank combines institutional capital strength with widespread geographical accessibility.

Axis Bank continues to drive technological transformation through its flagship platform, "**open by Axis Bank**," providing nearly 250 intuitive features and serving 16 million monthly active users. The Bank maintains a leading 36% market share in the UPI Payer PSP space by both transaction volume and value, commands 14% of national credit cards in force, and holds top-tier ratings of 4.8 across the Google Play Store and iOS App Store. Dedicated commercial innovations—including "**NEO for Business**"—provide tailored digital architectures for the operational and cash-flow management requirements of micro and small enterprises.

In alignment with national financial inclusion priorities, Axis Bank leverages the Reserve Bank Innovation Hub's (RBIH) Public Tech Platform for Frictionless Credit (PTPFC) to deliver paperless, instant-access digital Kisan Credit Cards (KCC) up to ₹1.6 lakh and collateral-free MSME loans up to ₹10 lakh. Through the operational deployment of enterprise artificial intelligence—including Microsoft Copilot and the generative AI assistant "**Adi**"—the Bank continues to enhance credit underwriting, process security, and frontline servicing capacity.

Deepening its rural and semi-urban (RuSu) presence, Axis Bank operates an extensive domestic physical network of **6,275 branches**, with close to 47% situated in rural and semi-urban areas. Under its dedicated **Bharat Banking** initiative, the Bank expanded its specialized rural network to **2,924 branches**, reinforced by an accredited field force of **20,922 Common Service Centre (CSC) Village Level Entrepreneurs (VLEs)**. During FY26, Bharat Banking registered a **32% year-on-year surge in disbursements**, alongside a **13% increase in rural deposits**, validating the structural impact of its asset-led liability model in expanding institutional financial access across underserved communities.

Federal Bank

About Federal Bank

Federal Bank is a leading Indian private sector bank with a legacy spanning over 90 years, built on trust, innovation, and customer-centricity. The Bank operates through a strong network of 1,600+ banking outlets and 2,100+ ATMs/CDMs across India, with international presence through Representative Offices in Dubai and Abu Dhabi, and an IFSC Banking Unit at GIFT City, Gujarat.

Renowned for its strength in NRI and Forex banking, Federal Bank channels over one-fifth of India's foreign remittances through its network. As on 30 June 2026, the Bank crossed ₹5.98 lakh crore in total business and continues to serve a growing customer base of over 20 million customers worldwide.

Driven by the philosophy of "Digital at the Fore, Human at the Core," the Bank continues to redefine banking through innovative digital products and customer-first solutions. In March 2025, acclaimed actor Vidya Balan joined the Bank as its first-ever brand ambassador, symbolising the shared spirit of authenticity and excellence.

The Bank unveiled its refreshed brand identity — The Fortuna Wave — anchored on the pillars of Authenticity, Prosperity, and Togetherness, reflecting a more contemporary and future-ready vision.

Federal Bank has earned several prestigious recognitions across innovation, ESG, cybersecurity, digital transformation, and customer experience, including awards at the GFIA 2025, Finnoviti Awards 2025, IBA CISO Summit 2025, BFSI Excellence Awards, and recognition as a Future Ready Organisation by Fortune India and The Economic Times.

Federal Bank holds a CRISIL AAA rating for its fixed deposits, indicating the highest degree of safety domestically, and an inaugural S&P Global BBB- rating internationally, marking its entry into global investment-grade status.

A pioneer in banking innovation, Federal Bank was among the first banks in India to launch initiatives such as instant virtual credit cards, WhatsApp live-agent support, AI-powered virtual assistant "Feddy," and Day-1 participation in the Account Aggregator ecosystem.

The Bank also remains deeply committed to social impact through the Federal Bank Hormis Memorial Foundation, focusing on education, healthcare, skill development, environmental sustainability, and rural empowerment. Key CSR initiatives include Sanjeevani- United Against Cancer, Federal Skill Academy, Speak for India debate competition for College students, and scholarship programmes benefiting students across the country.

IDBI BANK

Bank Aisa Dost Jaisa

IDBI Bank Ltd., today, is operating as a full service universal bank that serves the customers from all segments.

IDBI Bank Ltd. has inherited a rich legacy from its predecessor entity - Industrial Development Bank of India – which was an apex Development Financial Institution (DFI) in the realm of industry from July 1, 1964 to September 30, 2004. As a DFI, the erstwhile IDBI stretched its canvas beyond mere project financing to cover an array of services that contributed towards balanced geographical spread of industries, development of identified backward areas, emergence of a new spirit of enterprise and evolution of a deep and vibrant capital market.

On October 1, 2004, the erstwhile IDBI was converted into a banking company – IDBI Ltd. - to undertake the entire gamut of banking activities while continuing to play its secular DFI role. Desirous of fuelling its business growth, IDBI Ltd. merged its subsidiaries - the erstwhile IDBI Bank, IDBI Home Finance Ltd., IDBI Gilts, the erstwhile United Western Bank Ltd., with itself over a period of time. IDBI Ltd. also changed its name to IDBI Bank Ltd. to reflect its widened business functions.

As a universal bank, IDBI Bank Ltd. touches the lives of millions of Indians through a wide array of banking products and services. Besides, the Bank has an established presence in associated financial sector businesses including capital market, investment banking and mutual fund businesses through its subsidiaries and associate companies. The Bank's very business philosophy is characterised by the commitment to provide relevant financial solutions to ensure maximum customer convenience through easy and widespread access to branches and ATMs as well as digital offerings and to uphold excellence in customer service.

Going forward, IDBI Bank is strongly committed to work towards emerging as 'most preferred and trusted bank enhancing value for all stakeholders'.

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 6,400 banking outlets, catering to millions of customers. The Bank has more than 74,500 employees. Since its launch, the bank has collected deposits of ₹1.65 Lakh crore, and the outstanding loan book is ₹1.56 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 Bhalai**', 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.

UTKARSH
UTKARSH SMALL FINANCE BANK
Aapki Ummeed Ka Khaata

Utkarsh Small Finance Bank Limited (USFBL), incorporated on April 30, 2016, is a listed entity and is engaged in providing banking and financial services with a focus on offering microfinance to the underserved and unserved segments. The Bank's micro-banking operations are focused in rural and semi-urban locations of the country while its general banking operations are spread across the country. The Bank commenced its operations on January 23, 2017 pursuant to the small finance banking license granted by Reserve Bank of India on November 25, 2016.

The Bank extends microfinance loans based on Joint Liability Group (JLG) model to individuals, other retail asset loans including Micro, Small and Medium Enterprise (MSME) Loans, Housing Loans (HL), Personal Loans, Commercial Vehicle Loans, Construction Equipment Loans and Wholesale Lending to borrowers.

The Bank offers a slew of digital services such as internet and mobile banking, Digi On-Boarding, UPI and an online account opening facility for clients, besides a range of ATMs and Micro ATMs for ease of transactions, amongst others.

The Bank has leveraged this experience over the years, to spread its offerings and services across 27 states and UTs and has built upon its core strength in its engagement with customers to diversify their product offerings through 1110 banking outlets, servicing more than 5.30 million* customers serviced by more than 18,400 employees*. The Bank is headquartered at Varanasi, Uttar Pradesh.

*As of June 30, 2026

For more information, please visit www.utkarsh.bank.in

NABKISAN

NABKISAN Finance Limited (NKFL) (formerly "Agri Development Finance (Tamil Nadu) Limited") was incorporated under the Companies Act, 1956 on 14.02.1997. The company is notified as a Non-Banking Finance Company (NBFC) by RBI. In 1997, NABARD established two subsidiaries- Agri Business Finance Ltd in Hyderabad and Agri Development Finance Ltd in Chennai to unlock rural potential in Andhra Pradesh and Tamil Nadu. These later evolved into NABSAMRUDDHI Finance Ltd. (NSFL) and NABKISAN Finance Ltd. (NKFL). With a shared mission of financial inclusion and rural empowerment, their growth and complementary strengths led to a strategic merger on 16.12.2025.

Over the years, NABKISAN has emerged as the largest lender in the Farmer Producer Organization (FPO) ecosystem, driving growth, scale, and sustainability for farmer collectives across the country. NABSAMRUDDHI, on the other hand, championed the Water, Sanitation and Hygiene (WASH) segment, enabling healthier communities and improved quality of life in rural areas. Together, their complementary strengths have positioned NKFL as a leader in impact-driven finance, combining agricultural enterprise development with social infrastructure support.

With equity participation from NABARD, Government of Tamil Nadu, Indian Bank, Government of Andhra Pradesh, Government of Telangana, Union Bank of India (formerly Andhra Bank), Canara Bank, Tamil Nadu Mercantile Bank, Indian Overseas Bank, Federal Bank, DBS Bank (formerly Lakshmi Vilas Bank), ICICI Bank and a few Corporates / Individuals, NKFL provides innovative credit solutions to FPOs, PACS, NBFCs, MFIs, agri-techs, and corporates. Its financing spans the agri value chain, post-harvest infrastructure, climate and WASH initiatives, housing, vehicles and MSMEs.

Today, NKFL is a pan-India company, with direct credit operations across 24 states and 5 union territories. It collaborates with key stakeholders in the ecosystem, promoting institutions, and state governments to deliver concessional financing and strengthen rural enterprises.

With a clear outlook to empower communities, NKFL continues to drive impact in agriculture, WASH, climate initiatives, and rural livelihoods—unlocking the full potential of India's rural economy.

NABFINS: Empowering Rural India through Financial Inclusion

In a country where more than 65% of the population resides in rural areas, access to financial services remains a critical driver of inclusive growth. NABARD Financial Services Limited (NABFINS), a subsidiary of NABARD, has emerged as a transformative force in this space by 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 Non-Banking Financial Company - Microfinance Institution (NBFC-MFI). It is promoted by NABARD, India's apex development bank for agriculture and rural development, and is supported through 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 of becoming a model Microfinance Institution in the country by promoting financial inclusion and empowering low-income households. This vision is translated into meaningful action through a customer-centric approach built on trust, transparency, ethical practices, and a hassle-free loan process.

With one of the lowest interest rates among NBFC-MFIs and a robust doorstep credit delivery model, NABFINS has become a preferred financial partner for rural borrowers who often face challenges in accessing traditional banking services. Its commitment to responsible lending and customer welfare has enabled it to build lasting relationships with communities across the country.

NABFINS at a Glance (As of March 2026)

- Portfolio Outstanding: ₹3,599 Crore
- Branch Network: 560 Branches across 18 States and 1 Union Territory
- Households Served: Over 10.49 Lakh
- Employee Strength: 2765 Staff Members

These achievements reflect not only the organization's growth but also its expanding impact on the lives of millions of rural families.

NABFINS plays a pivotal role in India's journey toward inclusive and sustainable economic development. By providing financial support to micro-entrepreneurs, JLG / SHG, and small business owners, the company helps create livelihood opportunities, enhance household incomes, and strengthen community resilience.

Whether it is a woman in a rural village starting a tailoring business, a small trader expanding operations, or a farmer investing in productive assets, NABFINS often serves as the trusted financial partner behind these success stories.

As India continues to advance its financial inclusion agenda, NABFINS remains committed to innovation, expansion, and deeper community engagement. Leveraging technology, strategic partnerships, and a people-first approach, NABFINS is well-positioned to strengthen its role as a model Microfinance Institution, not only in India but also as a benchmark for inclusive finance globally.

NABFINS is not merely providing credit; it is creating opportunities, transforming lives, and fostering sustainable growth in rural India.

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 720+ branches in nearly 72,000 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 5700+ employees play 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.

Water.org is a global nonprofit organization that has positively transformed more than 92 million lives around the world through access to safe water or sanitation. Founded by Gary White and Matt Damon, Water.org pioneers market-driven solutions to the global water crisis. In India, Water.org works with leading microfinance institutions, mainstream banks, State Rural Livelihood Missions, national NGOs, bilateral institutions and government departments. To date, more than 7.7 million water and sanitation loans have been disbursed by 37 partners, reaching more than 34.5 million people.

SVAMAAN
Financial Services Pvt. Ltd.

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.

Aadhar
Housing Finance Ltd

GHAR BANEGA, TOH DESH BANEGA.

Aadhar Housing is one of the largest housing finance companies in India, specifically dedicated to serving the home financing needs of the low-income segment. Our mission is to empower underserved populations to realize the dream of owning a home. With an extensive network of branches across 22 States and Union Territories, with 628 branches, we provide robust credit solutions that make homeownership accessible, transparent, and efficient.

We aim to provide customers with a seamless experience, leveraging our expertise in the affordable housing sector.

We were recognized as the 1 performing Housing Finance Company (HFC) under the Interest Subsidy Scheme for FY 26, reflecting our role as a leading contributor to affordable housing for the EWS and LIG segments.

d.light Energy: Empowering Last-Mile Communities Through Sustainable Energy & Financial Inclusion

The Global Legacy: Transforming Lives Across Continents

Founded 20 years back with a vision to transform the lives of underserved communities, d.light has established itself as a global leader in clean, affordable solar energy and utility solutions. Operating across more than 70 countries in Africa, Asia, and Latin America, d.light has impacted over **215 million lives worldwide** and offset over **43 million tonnes of CO2**. By combining world-class product design and R&D with innovative distribution models, d.light continues to lead the global movement toward universal energy access—replacing fossil-fuel lighting and bridging the energy poverty gap for off-grid and weak-grid households.

The India Journey: Pioneering the MFI Partnership Ecosystem

In India, d.light has translated its global mission into an industry-leading B2B partnership model that seamlessly integrates clean energy access with last-mile microfinance distribution. To date, d.light has impacted around **83 million lives across India** and offset/avoided over **20.5 million tonnes of CO2**, standing as a dedicated champion of grassroots financial and social inclusion, and supporting climate.

As a trusted partner to the Indian microfinance sector, d.light collaborates with over 20 Tier-1 NBFC-MFIs. Backed by a robust, decentralized micro-fulfillment network spanning 7,000+ branches across rural and semi-urban India, d.light enables structured consumer financing and seamless last-mile fulfillment.

Catalyzing Growth: Portfolio Expansion & PM Surya Ghar (PMSG:MBY) Model

To further enhance financial resilience and quality of life for microfinance clients, d.light is continuously expanding its product ecosystem beyond solar lighting. Today, the portfolio encompasses backup power solutions, solar inverters, energy-efficient appliances, and equipment—all tailored for micro-loan integration.

Additionally, d.light is championing government clean energy adoption through an innovative MFI-led Go-To-Market (GTM) model for the **PM Surya Ghar: Muft Bijli Yojana (PMSG:MBY)**. By empowering MFI field forces through a dedicated digital lead-capture application, d.light connects rural borrowers to subsidized rooftop solar and hybrid inverter systems – eliminating upfront cost barriers and driving green energy transition at the grassroots level.

Partnering for Sustainable Impact

As a proud sponsor of the **Sa-Dhan National Conference**, d.light remains steadfast in its commitment to collaborating with microfinance institutions, regulators, and market enablers. Together, we continue to unite financial inclusion with climate resilience, driving sustainable livelihood creation and empowering millions of households across India.

BOROSIL®

Since 1962, Borosil has been a part of Indian homes, making daily life simpler and better. With a pan India presence , we ensure our products reach every corner of the country. Whether you're cutting vegetables, cooking for the family, serving a festive meal, or storing leftovers for the next day, Borosil always performs beautifully.

Our toughened glassware handles busy schedules effortlessly, while our Larah by Borosil dinner sets, market leader in Opalware range, make every meal look as beautiful as it tastes. We also offer kitchen appliances, storage containers, bottles, and more – all thoughtfully designed to be strong, easy to use, and long-lasting.

At Borosil, we believe in creating products that don't just meet your needs - they enhance your lifestyle. With us by your side, every day feels smoother, every meal feels special, and every memory is worth cherishing. Borosil has earned its place in Indian homes by staying true to one promise: products that last, and a brand that stands behind them.

Customers trust us for two reasons. The first is products that fit into their lives and make every day a little better. The second is our unmatched after-sales service. The first comes from a legacy that has stood the test of time. It taught us what Indian homes need, and a wide sourcing network and good quality standards. The second is our after-sales service through 300+ Authorized Service Centres, a dedicated call centre, and a pan-India service team.

EQUIFAX®

Equifax stands as a preeminent global authority in data, analytics, and technology. With a heritage spanning over 125 years and operations across 24 countries, we bring a unique, multi-dimensional perspective to the financial sector. In India, this global pedigree is synergized with deep, localized market intelligence, establishing Equifax India as a cornerstone of the nation's credit infrastructure.

As one of the country's leading Credit Information Companies, we are dedicated to converting raw data into strategic capital. We empower financial institutions, fintechs, and consumers by delivering high-fidelity credit bureau services backed by advanced analytical frameworks. Our differentiation lies in our proprietary insights - specifically our advanced trended variables and predictive modelling. These tools allow lenders to look beyond static snapshots, understanding the trajectory of borrower behaviour.

This capability transforms complex data into decisive action, enabling unparalleled precision in lending, robust risk mitigation, and optimized portfolio management. Beyond operational efficiency, we are driven by a commitment to financial inclusion, helping institutions identify and serve the credit-worthy underserved. Equifax India serves as the trusted source of intelligence, driving the decisions that power India's financial ecosystem forward.

BEVEL
ZINDAGI BANAYE BEHTAR...

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.

Finpage by TWINLINE Business Solutions

Twinline Business Solutions Pvt. Ltd. is a leading B2B SaaS fintech company helping NBFC-MFIs, NBFCs, Banks, Housing Finance Companies, and Business Correspondents digitize lending operations and expand financial inclusion across India. Founded in November 2018 and headquartered in Gurugram, Twinline is driven by a team of over 100 professionals committed to transforming the lending ecosystem through technology, automation, and innovation. By enabling financial institutions to operate more efficiently and serve customers better, Twinline supports the responsible expansion of formal financial services across underserved communities.

Finpage®: A Unified Digital Lending Platform

At the heart of Twinline's technology ecosystem is Finpage®, a comprehensive digital lending platform that integrates loan origination, loan management, collections, accounting, auditing, compliance, and business intelligence into a single solution. Designed to support diverse lending businesses, Finpage caters to Microfinance (JLG and Individual Lending), MSME Finance, Corporate Finance, Housing Finance, Loan Against Property (LAP), Vehicle Finance, Solar Finance, Co-Lending, and Business Correspondent programs. The platform digitizes the entire lending lifecycle, enabling institutions to manage onboarding, credit assessment, disbursement, collections, and portfolio monitoring through a unified system.

AI-Powered Lending and Risk Management

Finpage leverages AI-driven credit assessment, configurable business rules, bureau integrations, fraud detection capabilities, and early warning systems to help lenders make faster and more informed decisions. By automating underwriting, eligibility checks, policy validations, and risk monitoring, the platform improves credit quality, strengthens governance, and enhances operational efficiency. These capabilities enable institutions to manage risk proactively while maintaining transparency and consistency in credit decision-making.

Offline-First Operations and Field-Force Automation

Built with an offline-first architecture, Finpage enables field teams to operate effectively even in remote geographies with limited internet connectivity. Activities such as KYC collection, borrower verification, document capture, attendance tracking, loan servicing, and repayment collection can be completed offline and synchronized automatically once connectivity is restored. The platform also provides GPS-based tracking, geo-tagging, geo-fencing, route adherence monitoring, and real-time activity visibility, helping institutions improve productivity, accountability, and operational control.

Integrated Digital Ecosystem

Beyond lending operations, Twinline offers a comprehensive suite of integrated solutions. FinCollect streamlines collections and delinquency management, FinVerify automates onboarding and KYC verification, FinConnect enables multilingual grievance redressal and customer engagement, and FinAudit supports branch audits, compliance monitoring, and corrective action tracking. An integrated Accounting Suite further simplifies accounting, reconciliation, and financial reporting, creating a connected ecosystem for financial institutions.

Compliance, Security and Trust

Twinline places strong emphasis on regulatory compliance, data privacy, and information security. The platform incorporates maker-checker workflows, role-based access controls, audit trails, AML monitoring, and secure data management practices. Twinline is compliant with RBI Digital Lending Guidelines, the Digital Personal Data Protection (DPDP) Act, and applicable to AI governance requirements. The company is also ISO and SOC 2 certified, demonstrating its commitment to the highest standards of security, transparency, and operational excellence.

Scale and Impact

With consistent year-on-year growth, Finpage powers 50+ financial institutions, supports 50,000+ crore in Assets Under Management (AUM), and delivers 100+ ecosystem integrations. The platform is trusted by leading institutions including NABFINS, MFIN, NABKISAN, Svatantra, Chaitanya, Namra (Arman), Midland, MAS, Seeds, and IndusInd Bank, among others, reflecting its ability to support scalable and secure lending operations.

Driving Financial Inclusion at Scale

By combining intelligent lending automation, field-force digitization, compliance management, collections, accounting, and analytics within a single platform, Twinline empowers financial institutions to improve efficiency, strengthen governance, enhance portfolio quality, and scale sustainably. Through Finpage, the company continues to advance financial inclusion by helping lenders extend formal financial services to underserved communities across Bharat.

TransUnion CIBIL is India's pioneer information and insights company, helping lenders, businesses and consumers make informed financial decisions. Through data, analytics and risk management solutions it enables trust in the marketplace and supports responsible lending, financial inclusion and consumer empowerment.

Company History and Milestones

For 25 years, TransUnion CIBIL has transformed India's credit landscape, turning instinct-based lending into a democratized, insight-driven ecosystem. As the nation's pioneer credit bureau, it shaped the credit ecosystem through milestones such as launching the consumer and commercial credit bureaus, the introduction of the CIBIL Score and the development of industry-first solutions including CIBIL Detect and CIBIL Mortgage Check. TransUnion's acquisition of a majority stake further strengthened its analytics, risk management and financial inclusion capabilities, advancing its journey from pioneer to trusted partner. This enduring legacy reflects a steadfast commitment to trust, opportunity and a more inclusive financial future.

Values

TransUnion CIBIL is guided by a set of core values that center on:

Integrity: Acting with honesty, trust, and respect in every interaction while maintaining the highest standards of security and accuracy.

People: Recognizing the contribution of every individual and fostering an inclusive culture.

Customers: Building trust by delivering on commitments and helping customers succeed.

Innovation: Embracing new ideas and solutions to meet evolving needs.

Beliefs

- TransUnion CIBIL's values are reinforced by shared beliefs that guide everyday actions:
- Think Like a Customer: Anticipating customer needs and supporting their success.
- Make a Difference Together: Valuing diverse perspectives and collective achievement.
- Own It: Taking responsibility, accountability, and learning from experience.
- Speak Openly and Honestly: Encouraging candid communication and constructive dialogue.
- Innovate and Inspire: Driving positive change through new ideas.
- Act Decisively: Making informed decisions with speed and agility

Products and Services

- TransUnion CIBIL offers solutions across the credit lifecycle:
- Credit Information Reports for informed lending decisions
- Analytics and Consulting to help businesses leverage data
- Customer Acquisition to predict behaviour and improve conversions
- Collections Management to support debt recovery
- Application Review Solutions to verify identities and manage risk
- Portfolio Management to monitor risk and protect profitability
- Financial Inclusion Solutions for underserved consumers
- Its specialized products include the Grameen Score, the CreditVision® CIBIL Commercial Rank, the Enhanced CreditVision® Score, the CreditVision® New to Credit Health and the Microfinance Portfolio Review.

Leadership

Bhavesh Jain serves as the Managing Director and Chief Executive Officer of TransUnion CIBIL. Appointed in December 2024, he leads the company's efforts to strengthen trust, expand access to credit and advance financial inclusion through data, analytics and innovation.

Target Customers

The company serves banks, non-banking financial companies, housing finance companies, and insurance and consumers across India helping them better understand their credit-related decisions.

Market Position

As India's pioneer credit information company, TransUnion CIBIL occupies a trusted position within the country's financial ecosystem. Combining local market expertise with data, technology and analytics capabilities it supports lenders, businesses and consumers across India, and continues to shape trust and informed decision-making in the financial ecosystem.

AMFI

Association of
Mutual Funds in India

Association of Mutual Funds in India (AMFI) is a company registered under section 25 of the Companies Act, 1956 (equivalent to section 8 of the Companies Act, 2013), It is a non-profit industry body of the asset management companies (AMCs) of all Mutual Funds in India that are registered with Securities and Exchange Board of India (SEBI). AMFI is dedicated to developing the Indian Mutual Fund industry on professional, healthy and ethical lines, and to enhance and maintain standards in all areas in the best interest of investors and other stakeholders.

The role of AMFI, inter-alia, is to:

1. Address the issues and challenges concerning the mutual fund industry to facilitate ease of doing business for its members, unit holders and various stakeholders.
2. Liaison / advocacy with SEBI, Reserve Bank of India, Government of India, etc., with regard to the issues and policy matters concerning the mutual fund industry.
3. Introduce best practices and standardised operational guidelines for being uniformly followed by all AMCs.
4. Disseminate important information pertaining to mutual funds on AMFI's website, such as displaying daily NAVs of all MF schemes, performance of all MF Schemes, and other useful and informational data pertaining to the MF Industry.
5. Create awareness about mutual funds through mass media.

AMFI functions under the broad guidance of the AMFI Board, comprising fifteen Directors. It operates on a co-operative model with the help of various standing committees and working groups. These committees include:

- Financial Literacy Committee
- Operations & Compliance Committee
- Risk Committee
- Committee on Certified Distributors (ARN Committee)
- Equity CIOs Committee
- Valuation Committee (comprising fixed income CIOs)
- ETF Committee
- Technology & Digital Committee

Besides, there is an Ethics Committee comprised of External Eminent Persons.

Since its establishment in 1995, AMFI has evolved as a highly respected representative body of the MF industry, owing to the active involvement of its members. It has strived towards introducing several best practices across various areas, such as disclosures, operations and risk management, valuation of securities, streamlining customer service, and investor protection and communication. These practices are uniformly followed by all its members in the best interest of the investors.

The '**Mutual Funds Sahi Hai**' campaign, a nationwide investor awareness media outreach in various languages initiated by AMFI in 2017 under SEBI's guidance, is one of the key efforts of AMFI to spread financial literacy and awareness about mutual funds as a distinct asset class.

Registration and Global Representation

As per SEBI MF regulations, all mutual fund distributors need to be registered with AMFI and obtain an AMFI Registration Number (ARN). They must also abide by the AMFI Code of Conduct for mutual fund distributors. In short, AMFI acts as the registering (licensing) body for mutual fund distributors in India by virtue of the responsibility delegated to it by SEBI.

AMFI is a member of the International Investment Funds Association (IIFA), a federation of national investment fund associations of various countries around the world.

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 364,000 people in 136 countries and 137 territories. Across audit and assurance, tax and legal, deals and consulting, we help clients build, accelerate, and sustain momentum. Find out more at www.pwc.com.

Sa-Dhan

Fostering Inclusive Impact Finance

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 208 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).

Sa-Dhan
Fostering Inclusive Impact Finance

21st National Conference on Inclusive Growth

8th & 9th October, 2026

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इंडियन बैंक Indian Bank आपका अपना बैंक, हर कदम आपके साथ YOUR OWN BANK, ALWAYS WITH YOU
IOB Good people to grow with
Punjab & Sind Bank (A Govt. of India Undertaking) Where service is a way of life
Jana Small Finance Bank A SCHEDULED COMMERCIAL BANK
ESAF ESAF SMALL FINANCE BANK Joy of Banking
SATIN DREAM BIG, DELIVER BIGGER
Repco Micro Finance
Belstar Microfinance Limited Lending Hope. Building Futures.
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