



People should be blessed
in life with friends who are
both "Mirrors & Shadows"!
Mirrors don't lie & shadows
never leave.

Lata Mangeskar



DARPAN



Every summer
has its own stories

Dear Team,

The election is over. Its time to get back to the business.

The new government at the Centre has given strong signals to intensify its efforts to improve the status of the rural economy. The pension schemes for farmers and small traders, as approved by the government in its first cabinet meeting, are steps in that direction.

Any improvement in the rural economy is good news for the MFI industry. As a leading player in the sector, VFS is looking forward to tapping the growth opportunity to its fullest potential. In the past financial year, we have reached the **Rs.1000** crore milestone. It was a momentous occasion for each one of us. The challenge in the days to come is to touch new milestones.

As you all are aware, VFS had never compromised with core values for quick growth. Our focus on sustainability is reflected in the **0.58 percent PAR (portfolio-at-risk)** which is also the lowest in the industry. The challenge for the future is to grow faster without compromising such values. I sincerely believe the days of slow but steady are over. The emerging opportunities are to be lapped by the fast, yet steady. The clue to this lies in customer connect. As the competition heats up, one has the dual challenge of adding new customers and retaining the old, which is only possible if we have our nose to the ground.

I urge Team VFS to take maximum care of customers. While it is imperative to serve the existing customers to the best of our ability; do not forget to keep track of each and every customer and potential customer of a given region or geography. Please remember that personal touch matters and the more you keep in touch with the customers, the more you learn about their aspirations. This eventually will help us to keep track of the changing needs.

Before I sign off, I would like to quote Sunil Gavaskar, an all-time great batsman in world cricket. Asked about the secret behind his consistent performance over the decades, Gavaskar replied: **"Ninety-nine per cent perspiration, one per cent inspiration"**, meaning there is no alternative to hard work. I am sure you will remember this in your endeavour.

Wishing you all.

Kuldip Maity
MD & CEO



Star Performer

Last Quarter 2018-19

- Mr. Sib Shankar Jana (ADM)
- Mr. Bhaskar Kanti Ghosh (ADM)
- Mr. Ajay Kumar Dalui (ADM)
- Mr. Shakti Prasad Ghosh (CRM)

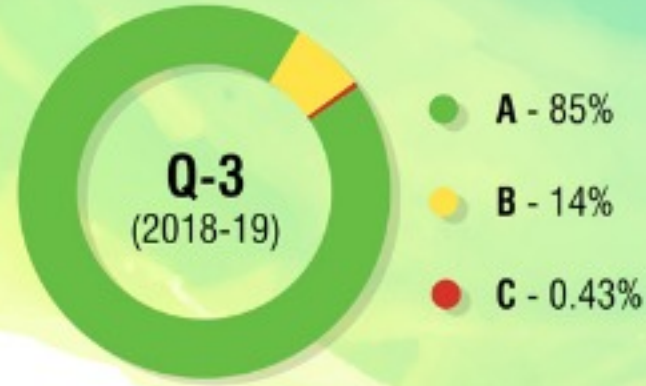
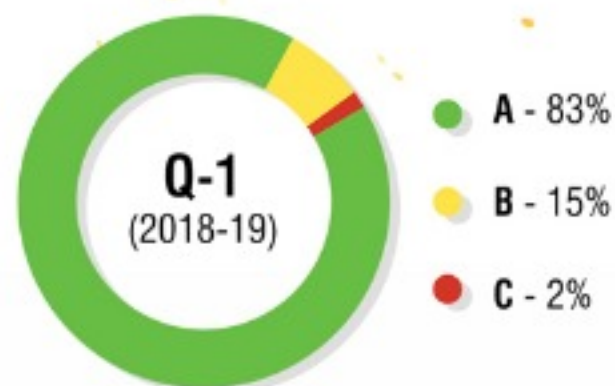


VFS @1000Cr

Yippee!!! VFS crossed the **Rs. 1000 crore** outstanding milestone. We are happy, proud and super excited. Because we did it barely a year since entering the Rs 500 crore club in January 2018, and ignoring the liquidity crisis that had hit the market in end 2018. Our customer base now crossed 4.8 lakh and PAR (portfolio at risk) is down to 0.58 %. You are just awesome, Team VFS. We are eagerly waiting to celebrate your next round of success.



Quarterly Branch Grading Status: 2018 -19



Q - 1 (2018-19)				
Total	Grade - D	Grade - C	Grade - B	Grade - A
195/195	0	04	30	161

Q - 2 (2018-19)				
Total	Grade - D	Grade - C	Grade - B	Grade - A
218/218	0	03	32	183

Q - 3 (2018-19)				
Total	Grade - D	Grade - C	Grade - B	Grade - A
231/231	0	01	33	197

Star Performers of Last Quarter 2018 -19



Best ADM
Mr. Sib Shankar Jana
(1st position)



Best ADM
Mr. Bhaskar Kanti Ghosh
(Runner Up 1)



Best ADM
Mr. Ajay Kumar Dalui
(Runner Up 2)



Best CRM
Mr. Shakti Prasad Ghosh

Staff Retention Masters:

Retaining the team is a great attribute for business growth. The following three ADMs topped the chart in staff retention performance in 2018-19.



Rahim Chand Seikh



Arindam Sau



Prasad Ghosh

Instructions For Insurance Claim Settlement

- Enter right details about customer/nominee in the excel-sheet.
- Scan ORIGINAL death certificate/KYC/Bank Passbook. Do Not Scan from Xerox copies.
- Check mails and respond queries from Insurance Dept immediately.
- Send all necessary documents at one go.



Pay attention on market analysis: MD

Understanding the market and competition is a major attribute to growth. Deeper knowledge about the markets helps better decision making and right product strategy.

Our MD and CEO, Dr Kuldip Maity expects all field and operational staff at every level, to keep an eye on the customer preferences .

For a flourishing MFI, market research and analysis is a very crucial and important component as it aids in better decision making and adopting the marketing strategy.



Our MD and CEO, Dr Kuldip Maity expects all field and operational staff at every level, to pay more attention in the following areas:

- Customer Mapping- The more you know about a locality or region, the better you can assess the opportunity. Thorough knowledge about customer profile is the key to tap new opportunities through customized products.
- Long-term Sustainability- Sustained focus on market research helps the organization to predict changes and adapt according to the market needs.
- Threat detection- Updated knowledge is also important to detect threats to the business early, and take necessary safeguards.
- This, coupled with competitor analysis, will help identify the gaps to be addressed our strategy.

Guidelines for online Data Entry

- 1) Reset your password before expiry.
- 2) Do not enter KYC details manually. Capture details from QR code in AADHAAR.
- 3) Select right voucher-head for data entry. Seek assistance from seniors in case of any confusion.
- 4) For new applicants, check all details especially bank a/c details minutely before saving.
- 5) Don't copy applicant details from 2nd cycle onwards to avoid repetition of mistakes. Check Borrower details / Nominee details / Bank a/c from reference documents.
- 6) 'Late' or 'Lt' means dead. A dead man cannot be nominee or co-borrower.
- 7) During collection entry, please ensure the number of customers & the amount collected are correct.
- 8) For OD collection entry, write amount collected from the customer.
- 9) For Pre-Closure of loan, don't forget to tick the 'pre-mature closing' checkbox.



Global Warming

Over last decade and so Climate Change has become a major concern for all.

The reason behind is global warming. The average temperature of earth is continuously increasing and the study says that it may be 1.5 degrees to 2 degrees higher by 2030.

Why is holding global warming to 1.5 degrees Celsius such a big deal?

When we talk about 1.5 degrees of warming, we're talking about the increase in the Earth's average temperature. We measure this increase from a baseline average temperature in the mid-to-late nineteenth century – when the Industrial Revolution swung into high gear and people began burning fossil fuels on an unprecedented level, jumpstarting climate change.

The important thing to understand is that global warming that comes from burning fossil fuels is not a uniform process. Due to a host of natural factors, some areas – like the poles – are warming much faster than others.

So when we talk about preventing 1.5 degrees of global warming, we're talking about preventing a 1.5 degree increase in the Earth's average temperature. Some places have already crossed that line.

The destruction of forests contributes to the problem through the release of carbon-di-oxide (CO₂). Planting of trees can help mitigate the issue by removing CO₂ from the atmosphere.



Trees are one of nature's most powerful climate change solutions. They're also one of climate change's biggest victims. They provide a highly efficient way to absorb carbon dioxide, a potent greenhouse gas. Each year, Earth's trees suck more than a hundred billion tons of climate-changing carbon dioxide from the atmosphere, about 60-times the weight of all the humans currently on the planet.

People inhale oxygen and exhale carbon dioxide; trees do exactly the opposite, respiring CO₂ and releasing oxygen. The more trees, the more carbon dioxide is reduced.

Although we know stopping deforestation is critical to curbing climate change, we need to try our best to save our Nature.

Do you Know ?

Watermelon is one of summer's best summer treats. Did you know that watermelons are not a fruit, but a vegetable instead? They belong to the cucumber family of vegetable

The Eiffel tower actually grows in the heat of the summer. Due to the iron expanding, the tower grows about 6 inches every summer

Mosquitos are most prevalent during summer months. Mosquitos have been on earth for more than 30 million years.

The longest day of the year is on the summer solstice.

Aanubhab

International Everest Day

International Everest Day is being observed on 29th May. Nepalese Tenzing Norgay and New Zealand's Edmund Hillary had climbed the Mt. Everest on this day in 1953, as the first humans to achieve the feat.

'Hawa Aane De'

As the World Environment Day is approaching, Ministry of Environment, Forest and Climate Change launched a theme song 'Hawa Aane De' on air pollution. The song was launched in the national capital on May 29.

AKASH-1S Missile: Test fired by DRDO

DRDO on May 27 successfully test fired the new version of the Akash surface to air defense missile system with a new indigenous-developed seeker.

Competition on Borrower story

Three best customer's video shot by VFS employees to be given **cash award and citation** by the MD & CEO every month.

So take the challenge head on and let the shoot begin!.

Disclaimer:

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