

CHAIRMAN'S MESSAGE

Dear colleagues,

My hearty congratulations are due to the entire team at Saija for an excellent year just rolled by. Saija has displayed strong fundamentals after a long stressful journey since inception.

The company not only stands alone in this most underdeveloped state of the country, it also successfully weathered two systemic risks early in its life cycle, namely, the global economic slowdown and the infamous Andhra crisis.

The strong push back we faced also gave us the resilience and the character, which is now in full display, as we surge ahead with confidence, speed and quality.

Friends, these are very exciting times for micro finance in India .Saija is now well poised to reap the full rewards. Although, many new opportunities shall present themselves in the form of broadening our product base, but we shall stay focused on our key activity-- **MICRO CREDIT** for a couple of years.

We still have a long way to go to master the art of **IDENTIFYING, TRAINING, LENDING, RECOVERING AND RETAINING** out credit clients. This year, while we accelerate client acquisition as we spread our wings to neighboring states, we have to further hone our skills for efficient client service.

We have strengthened our managerial talent, we have sharpened our audit procedures, we have broadened our scope of employee engagement, and most importantly, we have enlarged our capacity to automate operational procedures. We are now in talks with IBM to bring technology support during client interface. This new step shall not only help us derisk operational hazards, but also allow us to bring more products at the door steps of clients tomorrow.

Competition has never killed a successful enterprise. It in fact helps it grow faster. **INEFFICIENCIES** are our biggest enemy. Hence, our commitment to ensure highest level of efficiency in what we currently do, before we venture into new products and businesses.

I wish my entire team a very successful financial year '15-'16.

Best Wishes
Shashi Ranjan Sinha

BUSINESS SNAPSHOT

Total Clients (lakhs)	1,09,128
Active Clients – SKR	7,550
Active Clients – SMR	1,01,578
Portfolio Outstanding (Crores)	122.15
Branches	27
Districts Served	9
Total Staff	305

BANKER'S MEET

Banker's Exposure Meet was held on the 17th of Jan'15 at Ashoka Patliputra in collaboration with **Access Assist** under the aegis of **SIDBI- PSIG** support where all lead bankers were present. They visited our field and interacted with clients. The bankers were taken through a detailed presentation of Saija's journey since its inception. They also got an opportunity to interact with our team and were extremely appreciative of the great work being done by Saija in this challenging and difficult part of the country.

SMALL FINANCE BANK LICENSE

Saija becomes the only Bihar based MFI to apply for **Small Finance Bank License**. A Small Finance Bank serving the regions of Bihar and Jharkhand would be a huge boost to advance the cause of financial inclusion in these states.

BANKERS VISIT @ SAIJA

Mr Suman Dutta, Regional Manager, Agriculture & Inclusive Banking, DCB, visited Saija on 15th March'15 .He visited Patna and Danapur branch for due diligence and interacted with our clients in the field.

SAIJA WELCOMES CFO & HEAD OPERATIONS

Saija welcomes Mr. Navin Parasrampur and Mr Shubham Vineet. Shri Navin Parasrampur has joined as CFO. He is a Chartered Accountant with an experience of more than 15 years. Shri Shubham Vineet has joined as Head (Operations). He is an MBA from IIRM, Jaipur with more than 7 years of experience in Microfinance.

NEW BATCH RECRUITED FROM IIM RANCHI, IIM ROHTAK & CIMP PATNA

Fresh batches of Management Trainees and Managers from IIM Ranchi, IIM Rohtak and CIMP Patna have joined Saija. We wish them great success and fruitful innings in the company.

QUALITY MEETING @ SAIJA

We conducted a **Quality Meet** on the 10th of Jan'15. The meet started with the session of Mr S R Sinha (**CMD Saija**) on what constitutes the DNA of an organization and where do we stand vis-à-vis each parameter. He congratulated the team for over achieving the targets. This was followed by the presentation on key quality which transforms a company from **Good-to Great**. A detailed discussion on how to achieve business with quality was initiated by Ms.Rashmi Sinha (**Senior Advisor HR & NFL**). The meeting concluded with a consensus on an action plan for sustained quality achievement in all spheres of Saija's working.

LEADERSHIP PROGRAM FOR MID LEVEL MANAGERS

Mr. Ranjeet, Unit Manager, Mr. Dhiraj Gopal Head (Internal Audit) and Mr. Soubhagya Ranjan, Assistant Manager, Operations attended the **"Leadership Skills for Microfinance Mid-level Managers"** (LMM), a five days hands-on Program organized by ACCION in Delhi which prepares the participants to manage and lead teams efficiently and effectively.

TRAINING @ SAIJA

TRAINING ON RISK MANAGEMENT

As a part of PSIG, SIDBI support, we had invited M2i to conduct **Operational & Credit Risk Management Training** for Internal Audit team from 2nd to 4th Feb'15. The session was conducted by **Mr. Rahul Bist**, with 13 years of experience in Microfinance, Micro enterprise and Grass Root development. The session was very effective as the pedagogy used were real life cases from Microfinance Industry

TRAINING FOR ABMs

An in-house 1 day program was conducted for Assistant Branch Mangers and Process Trainers, to further enhance their Soft Skills. The session covered modules on Planning & Goal Setting, Communication, Feedback & Coaching.

IT SECURITY TRAINING FOR BOES

IT Department has conducted one day Training on IT Security for BOEs on 9th Feb'15

SOLAR INITIATIVES



Saija has signed an MOU with Nexant in order to realize its vision of expanding renewable energy lending program. **Nexant Inc. is an Independent provider of Intelligent Grid Software and Clean Energy Solution and is responsible for the implementation of the PACE-D TA program** which is funded by USAID. The Micro-Finance Support Program under the PACE-D TA program will provide technical assistance to Saija. Arc Finance, which is a global organization with many years of experience in supporting MFIs develop clean energy lending program, will lead the delivery of all technical assistance for Saija.

REWARD & RECOGNITION @ SAIJA

As a part of regular appreciation plan we have rewarded Mr Anirudh Shah for his consistent good performance. We have also recognized Mr Ranjeet Kumar as Best UM, Mr Deepak Kumar as Best BOE and Mr Ranjan as Best Assistant BOE, Patna Branch as the Best branch and Mr Sanjeev kumar has been rewarded for being a constant performer.

CELEBRATIONS @ SAIJA



HOLI CELEBRATION @ HEAD OFFICE

Holi the festival of colour and joy was celebrated at Head Office on 5th March'15. This was marked as an auspicious occasion where all employees smeared colour on each other and everyone was witness to a lot of bonhomie and camaraderie.

EMPLOYEE SPEAK

Name: Surendar Kumar
Branch: Danapur
Designation: Branch Manager
Date of Joining: 6th Nov 2009



"I thank Saija for bringing a positive change in my career. I joined Saija as Field Executive and today I am heading Danapur branch. Saija helped uplift my financial condition. Today my kids are happy and receiving quality education. I am privileged to be the part of Saija family which provided me an opportunity to perform. In these six years Saija has taught me different skill set because of which I am more confident and able to perform my job well."

CLIENT SPEAK

Name: Renu Devi
Cycle: 2nd Cycle
Loan amount: 25,000
Occupation: General Store
Branch: Hajipur



"I have been associated with Saija for two years and I can see a notable change not only in my life but also to my whole family. Before my association with Saija I had a small Kirana shop with limited products but now with the financial support received from Saija I can afford to have variety of products. I am able to provide quality education to my children, which will help them have a bright future. I am happy to see that my business is growing. I feel proud to be a part of Saija which has brought prosperity in my life."

CLIENT SPEAK

Name: Girija Devi
Group: Kiran
Cycle: 3rd Cycle
Loan amount: 15,000
Occupation: General Store
Branch: Danapur



"I feel honoured to be a part of Saija Family. It supported me at a critical juncture in my life. It helped me to regain my confidence and pave the way to becoming self reliant. Today I own a General Store with various product lines. It has improved my quality of life. I feel proud that I have been able to make a financial contribution in building our own house. I would like to continue associating myself with Saija. I appreciate Saija for doing remarkable job which has brought positive difference in the lives of millions, like me. Many thanks to Saija."