

Glimpse



A Newsletter of CSD – June 2017, Issue 18

Sri Lankan Delegation Admired Nepal's Microfinance Performance

"The value of experience is not in seeing much, but in seeing wisely" — William Osler

The Lanka Microfinance Practitioners' Association of Sri Lanka (LMFPA) had sponsored a delegation of Sri Lankan MFIs to study the state of microfinance operations in Nepal from April 1-8, 2017 (Chaitra 19-26, 2073). The delegation comprising of 13 officials from 6 MFIs was hosted by CSD. The team made a week-long field visit to observe operations of the four different MFIs namely – Shreejana Development Center, Lekhnath, Pokhara; Muktinath Bikas Bank Ltd., Chipledhunga, Pokhara; Nawa Prativa SACCOS Ltd., Arun Khola, Nawalparasi and National Microfinance Bittiya Sanstha Ltd., Dhading. They observed the centre operations of microfinance clients especially loan disbursements and process of centre meeting, role and responsibilities of centre chiefs and group chairpersons; various loan and saving products and also visited members' households and interacted with them on the impact of microfinance in improving their living standard.

The team had comprehensive discussion with the key officials of MFIs. Besides the field visits and meetings with officials from different organization, they were also briefed about the various activities carried out by two prominent MFIs of Eastern Nepal, namely – Jeevan Bikas Samaj, Morang and Sahara Nepal Savings and Credit Cooperative Ltd. Jhapa at CSD's head office. Mr. Damodar Regmi, Senior Manager of JBS and Mr. Yuva Raj Shiwakoti from Sahara Nepal highlighted on the modus operandi and various products and credit plus activities of their respective institutions. The visiting team was also briefed by the Executive Director of Nepal Rastra Bank Mr. Narayan Poudel on the state of microfinance and various facets of microfinance such as microfinance policies and procedures, legal/regulatory



Sri Lankan Team with the Chairman and the Management Team of CSD

framework and prudential rules and regulations in Nepal.

During the farewell program, CSD Chairman Mr. Shankar Man Shrestha made a comparison of the situations of microfinance in Nepal and Sri Lanka and

discussed on operational modality, disbursement and repayment process, interest rate, regulatory provisions and credit plus activities. The team said, "We are highly impressed by the group discipline of the members and credit plus activities of Nepali MFIs. It is amazing how



The team with the Members of Village Banking Group of Nawa Prativa SACCOS at Arun Khola

Nepal MFIs could operate with 20% interest rate whereas in Sri Lanka most MFIs are charging 60% interest per annum."

The program was coordinated by Mr. Satish Shrestha, Director - CSD and logistics were arranged by Mr. Sanjay Shrestha, Assistant - CSD. The members of the Sri Lankan delegation were: Mr. P.T. Balasooriya - General Manager, Mr. Stanislaus Anjelo - Operations Manager, Mr. Asela Zoysa - Operations Manager & Mr. Kovarthan Panneerselvam - Operations Manager of Nation Lanka Finance PLC; Mr. Sebastiyampillai Benitas - Project Officer of ECLOF Lanka

(Gte) Ltd.; Mr. Dinesh Tharanga - Senior Manager, Mr. Wajira Pradeepa Samarakoon - Senior Manager & Mr. Asitha Uduwella - Regional Manager of HNB Grameen Finance Ltd.; Mr. Cyril Wijesooriya - Field Coordinator & Mr. Aruna Weerasingha - Field Coordinator of South Asia Partnership Sri Lanka (SAP Sri); Mr. Mohamed Nishath - Chief Manager of Muslim Aid Micro Credit (Gte) Ltd. and Mr. Arul Kunchithamby - Regional Manager & Mr. Dandeniya Gayan Buddhika - Senior Executive Operations of Bimputh Finance PLC.



The team with the Office Bearers & Staff of Shreejana Development Center, Pokhara



The team with Muktinath Bikas Bank's All Women Branch Staff at Chiplehunga, Pokhara.

CSD Enhances Capacity of Branch Managers of MFIs

Considering the emerging issues and challenges faced by branch managers of Microfinance Institutions in Nepal; CSD organized a "Branch Management Training" program in Kathmandu from Chaitra 28-30, 2073 (April 10-12, 2017) at its Training Hall. The main objective of the training was to enable branch managers to manage their branch offices efficiently and effectively.

The course was designed to enhance the managerial skills of the branch managers and equip them with the tools and techniques for improving managerial performance. The training was also a platform for sharing current management practices. It also exposed them to leadership skills and traits, role of aptitude and attitude to develop oneself as an effective manager. The training also assisted in improving their knowledge & skills in financial analysis, program planning, budgeting, client protection and management, self-development management, program implementation, monitoring and supervision of their clients.

The chairman of CSD, Mr. Shankar Man Shrestha was the Chief Guest in the closing ceremony of the training. Passing his remarks on the occasion, he highlighted the socio-economic objectives of microfinance and said to the participants: "I urge all the branch managers not to drift away from the mission of

microfinance. Microfinance is for the disadvantaged community and the poor, not for the rich and well to do families. We need to work for uplifting their socio-economic status. The most important stakeholder of microfinance is our clients." Mr. Shrestha urged the participants to emphasize more on betterment of their members as the strength of an organization is directly related to the strength of its members. He asked the participants to launch schemes to safeguard them from potential risk.

During the feedback session the participants expressed their satisfaction over the program. One of the participant,

Mr. Kapil Dev Bhandari quoted the Peter Drucker saying, "Good leadership brings out the best in people and with it, ordinary people can do extraordinary things." He added, "As a branch manager we should groom our field officers as well as other staff in such a way that they share their knowledge and experiences with each other which later will be fruitful for the development of an organization as well as clients."

Another participant, Ms. Anita Thapa said, "There are various competition as well as duplication in microfinance sector; we

(contd. on page 3)



Group photograph of participants

TRAINING ON CREDIT MANAGEMENT



Group photograph of participants

With the aim of enhancing the capacity of the loan officers of Microfinance Institutions, CSD organized a Training on Credit Management from Chaitra 20-22, 2073 (April 2-4, 2017). This three-day long training program attempted to provide the participants with better insight into the role and responsibilities of loan officers, methods of identifying potential clients, methods of appraisal of clients and their credit needs, process of approval of loan and savings mobilization, techniques of cash flow analysis, client protection and its management. The participants not only learnt from experienced resource persons but also from each others' experiences.

There were altogether 10 classroom sessions with 2 practical exercises and one free discussion session. Addressing the participants in the free discussion session, Mr. Shankar Man Shrestha, Chairman of CSD urged the participants to emphasize on the socio-economic betterment of their members by avoiding over indebtedness. He remarked, "The most important stakeholders of MFIs are its members and the local community. As you are in constant touch with both parties, you must act as an agent of change — change the life style of the members and build the positive attitude in the community for self-help development."

During the feedback session the participants expressed their satisfaction over the program. Mr. Ganesh Bhandari from Mirmire Microfinance Development Bank Ltd. said, "I have learned the importance of Credit Management. We should learn and work according to the fundamentals of microfinance in a systematic manner so that we will be able to fulfill needs of our clients and ensure their economic and social progress." Likewise, Mr. Kiran B. K. said, "We have learned how to handle credit operations in an effective way for our clients. As a

Field Officer one should know ones responsibilities as well as work for the development of clients. We should evaluate our clients whether they are using loan funds in productive activities."

In the closing ceremony, Mr. Gyanendra Prasad Pandey, Chairman of Swarojgar Laghubitta Bikas Bank Ltd. distributed certificates of participation to the participants. On the occasion he said that the training would be successful only if the knowledge gained translated into action by the participants. He further said, "Life is a choice not a chance. So we should be sharp enough to handle difficult situation. As we all know about Prof. Yunus who is the pioneer of microfinance in Bangladesh, we should be inspired by him and protect the image of Nepal's MF sector."

Altogether there were 28 participants from 10 different MFIs. The participating institutions were: Samata Microfinance Bittiya Sanstha Ltd., National Microfinance Bittiya Sanstha Ltd., Mahila Upakar Munch, Rural Women Development Centre, Laxmi Laghubitta Bittiya Sanstha Ltd., Mirmire Microfinance Development Bank Ltd., Shreejana Development Center, Mahila Sahayogi SACCOS Ltd. and Swarojgar Laghubitta Bikas Bank Ltd. The key resource persons of the training were Mr. Roop Bahadur Khadka, MFI Supervision Department Head from RMDC; Mr. Govinda Bahadur Raut, Assistant CEO from Muktinath Bikas Bank Ltd.; Mr. Sundar Prasad Shrestha, Credit and Finance Department Head from Laxmi Laghubitta Bittiya Sanstha Ltd.; Mr. Mohan Prasad Bhattarai, Human Resource Department Head and Mr. Mahendra Ban, Finance Department Head from Swabalamban Laghubitta Bikas Bank Ltd.; Mr. Hem Kumar Kafle, Department Head from Deprosc Laghubitta Bikas Bank Ltd.; and Ms. Renu Prajapati, Training Officer of CSD.

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CSD Enhances ...

should minimize risk and protect our clients.' As a branch manager our key role should be paying attention to what we see, interpreting what we have and remembering what we hear and help other staff to motivate them to work in an effective way."

The training program was participated by 18 branch managers from various MFIs namely: Aarambha Microfinance Bittiya Sanstha Ltd., Mahila Upakar Munch, Shreejana Development Center, Mirmire Microfinance Development Bank Ltd., Nawa Prativa Saving and Credit Cooperative Ltd., Samata Microfinance Bittiya Sanstha Ltd., Swarojgar Laghubitta Bikas Bank Ltd. and Mahila Sahayogi SACCOS Ltd. The key resource persons of the training were: Mr. Upendra Kumar Poudel, Department Head - Microfinance Promotion and Supervision Department, NRB; Mr. Roop Bahadur Khadka, Senior Manager - Finance Department, RMDC; Mr. Bhoj Raj Basyal, Deputy General Manager, Nirdhan Utthan Bank Ltd.; Mr. Sundar Prasad Shrestha, Department Head - Credit and Finance Department, Laxmi Laghubitta Bittiya Sanstha Ltd.; Mr. Mahendra Ban, Department Head - Finance Department, Swabalamban Laghubitta Bikas Bank Ltd.; and the internal resource persons from CSD were Mr. Shanker Nath Kapali, Executive Director, Mr. Satish Shrestha, Director and Ms. Renu Prajapati, Training Officer.

CSD Enlightens MFIs' Staff on Risk Management

Microfinance Institutions in Nepal in recent years, has shown a tendency towards growing outreach, increasing portfolio and raising profitability. Repayment rate is considered as the measuring rod of risk management. However, hidden factors of risks are found overlooked and undermined by most MFIs where repayments are maintained through increased subsequent loans or inciting multiple loans to cover up errors of credit delivery, probable default and losses. A timely repayment is taken as indicator of sound operation without considering how it was made and how long it might continue. Against this backdrop, CSD organized a risk management course for the concerned senior staff of MFIs from May 22-24, 2017 in Kathmandu.

This three-day course aimed to develop and improve the risk management capacity of MFIs staff and provide them with guidelines for establishing operational plans and activities that assist an MFI to identify its vulnerabilities, design and implement controls, measure and monitor the effectiveness of control system. Through exercises, group discussions and case studies participants reviewed concepts such as internal control mechanism, occurrence of frauds, errors and significance of internal and external audit and risk management committee to mitigate risk.

The major topics included in the training were concept of risk and its management,



Group photo of the participants

different types of risk in MFIs, process to identify them, assessing and prioritizing those risks, portfolio management, internal control system and internal audit. Risk management framework and its importance also were comprehensively discussed. The facilitators of the training were Mr. Bhojraj Bashyal, Deputy General Manager of Nirdhan Utthan Bank Ltd.; Mr. Roop Bahadur Khadka, Head Financial Management of RMDC; Mr. Binod Acharya, Director of Nepal Rastra Bank; Mr. Govinda Bdr. Raut, Deputy CEO of Muktinath Bikas Bank Ltd.; Mr. Satish Shrestha, Director of CSD; and Ms. Renu Prajapati Training officer of CSD.

The main objective of the training on risk management was to allow senior officials to understand the importance of risk

management and the mechanism to establish a customized risk management culture in their respective institutions. In an open discussion with the participants, Mr. Shankar Man Shrestha, Chairman of CSD remarked, "We have to keep the microfinance sector sound and robust by following the best practices of microfinance and avoid flaws and wrong doings. We have to view our organization in a long term perspective and refrain from short-term gains that will harm the clientele and organizations in long term. We have to take preventive actions to solve it." He further urged the participants to take all the learning of the program and share them with the top management to seriously tackle the potential risks in the sector.

SCDC Sponsored a Customized Training on Fundamentals of Accounting for its Field Staff

Upon the request of Shrijana Community Development Center (SCDC), Choharwa, Siraha; CSD organized three day training from May 22-24, 2017 on 'Fundamentals of Accounting in Microfinance' for its 23 field staff at Hotel Simrik, Lahan.

This course was designed to provide the participants with basic knowledge on accounting in microfinance operations and methods of preparing and analyzing financial statements such as: balance sheet, income statement, cash flow statement etc. A team from CSD, comprising of resource persons Mr. Mahendra Ban, Ms. Renu Prajapati and Ms. Sagarika Khadka had facilitated the training.

The program was inaugurated by the Chairperson of SCDC Mr. Lila Nath Shrestha in the presence of Mr. Batuk Shamsher Shrestha, CEO and Mr. Hari Shrestha, Training Chief. On the occasion, Mr. Shrestha appreciated CSD for organizing the training at the doorstep of the organization. He advised staff to take full advantage of the training and improve their knowledge, skill and efficiency by participating in the training actively and seriously.

The training focused on concept and principles of accounting, preparation of voucher, ledger, income statement and balance sheet. The participants were also oriented on the role and responsibilities

of an account officer, techniques of financial analysis and methods of reconciliation. With a view to bring attitudinal change in the participants, a session was conducted on self development management as well.

In the closing ceremony, Mr. Raj Kumar Shrestha, the Board Member of SCDC distributed certificate of participation to the participants. Addressing the group, he said, "If you gain something in the training, the gain is for yourself and the organization. I'm glad to hear your positive feedback on the training. I would like to thank the training team for the successful delivery of the training."

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CSD Organized Accounts Training for MSLBSL Staff

A three-day training course on 'Fundamentals of Accounting' was organized from May 25-27, 2017 (Jestha 11-13, 2074) for 29 field staff of Mahuli Samudayik Laghubitta Bittiya Sanstha Limited (MSLBSL), Bakdhuwa, Saptary at its training hall in Mahuli, Saptary.

The training was inaugurated by the Chairperson of MSLBSL Mr. Prabhu Narayan Chaudhary in the presence of CEO Mr. Shyam Kant Chaudhary, Assistant Manager Mrs. Sabitri Chaudhary and Training Chief Mr. Ramesh Tharu.

A team from CSD comprising of Mr. Mahendra Ban, Ms. Renu Prajapati and Ms. Sagarika Khadka facilitated the

training. The program basically focused on: the concept and principles of accounting, process of microfinance operations and preparation and analysis of accounting documents and financial statements.

More attention was given to practical side of accounts keeping. The participants were involved in practical exercises. Besides, the training also highlighted on some operational tools of microfinance and techniques of accounting, preparation of documents from voucher to ledger to trial balance. The participants were acquainted with process of bank reconciliation and its importance, classification of property and loan assets,

preparation of financial statements and its importance. A session was also delivered on 'Positive Thinking' so as to bring change in the attitude and behavior of the participants.

In the closing ceremony, Chairperson of MSLBSL Mr. Prabhu Narayan Chaudhary distributed certificates of participation to the participants. He said to participants, "Develop your skill, knowledge and confidence to attain success in your job. You have to be honest and hard working."

CEO of the organization, Mr. Shyam Kant Chaudhary asked the staffs to be positive to their work to achieve good result and translate learning to actions.



Mr. Prabhu Narayan Chaudhary, Chairperson of MSLBSL inaugurating the program



Group photo of the participants with resource persons

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SCDC Sponsored ...

Mr. Batuk Shamsher Shrestha, CEO said, "The training has helped all the participants to improve their accounting knowledge and skill and also inculcated positive attitude in them to work hard."

Remarking on the training, one of the participants, Mr. Murari Khadka said, "I have learned fundamentals of accounting in microfinance and all the participants have been clear about accounts principles and practices. I will surely apply the knowledge gained from the course into practice and will follow all the tools and techniques I learned in my job."

Another participant, Ms. Lila Dahal Bhandari said, "This training is very relevant to our job in the field. Field staff must know both accounting and credit management well to perform their job well. I hope our performance will be better than before in future."



Group photo of participants with resource persons

Member's Corner



Profile of Sahara Nepal Saving and Credit Cooperative Society Ltd.

Sahara Nepal Saving and Credit Cooperative Limited is registered under the Cooperative Act, 2048 with the Divisional Cooperative Office, Chandragadi, Jhapa on Chaitra 21, 2052 (April 3, 1996).

It came into existence with the initiation of Mr. Naranath Giri, Mr. Mahendra Kumar Giri and Mr. Durga Bhandari by collecting Rs. 34,000 share capital from 33 persons representing the 3 Village Development Committees (VDCs) of the locality with the initial objective of providing services of money changes in the market of Charpane and to relieve the local residents from the exorbitant interest rate of local money lenders. However, it gradually went on expanding its services and currently, Sahara Nepal SACCOS is providing a wide range of services such as savings and credit, microfinance, remittance, income generation and skill development training, social security, technical assistance and loan support for microenterprises, renewable energy, community health programs, promotion of modern technology in agriculture, self employment for youth etc. **It is the largest microfinance cooperative in Nepal.**

In 2012, Sahara was bestowed with the prestigious Credit Union Microfinance Innovation (CUMI) Performance Award for excellent outreach of the poor by the Association of Asian Confederation of Credit Unions (ACCU), Thailand. At the national level, it received the Excellent Cooperative Enterprise Award in 2060 B.S. from the National Co-operative Federation of Nepal Ltd. and has received recognition in 2066 B.S. from Biogas Sector Partnership (BSP Nepal) for its eco-friendly initiatives in 'Maximum Bio Gas Plant Construction'.

VISION

Establishing as a people based self sustainable, competent and democratically managed financial cooperative supporting the people for formation of a poverty-free prosperous society in its working territory.

MISSION

Work for the improvement of the living standard of poor, marginalized communities by increasing their access to finance by providing quality financial services and technical support at the doorsteps of members for creating self-employment opportunities.

Objectives

- Provide services in all the wards of every VDC/Municipality under the working area of the institution.
- Extend financial services to all the underprivileged, marginalized families and households in the working area.
- Provide social security services to all its members.
- Create sustainable livelihood opportunities to its members.
- Raise the living standard of all its members.



Mr. Tara Prasad Sanjel
President



Mr. Mahendra Kumar Giri
Executive Chief



Sahara Nepal SACCOS Head Office

Operational Status: as of 13th April 2017

• Area Coverage	: 6 districts (Jhapa, Ilam, Panchthar, Morang, Sunsari & Udaypur)
• No. of branches	: 55
• No. of staff	: 309
• Members	: 1,15,903
• Borrowers	: 78,037
• Outstanding loan	: Rs.4,24,19,72,225.00
• Savings from clients	: Rs.2,40,01,04,473.00
• Overdue loan amount	: Rs.2,69,76,229.00
• Net profit	: Rs.18,01,83,745.00
• Reserve	: Rs.19,82,54,314.00
• Operational Self Sufficiency (OSS)	: 130%
• Repayment rate	: 98.27%

Savings Products

- Optional/Personal Savings
- Group Fund
- Group Saving
- Charitable Fund
- Educational Savings
- Periodic Savings
- Pension Savings
- Prosperity (Samridhi)
- Farmer's Savings
- Service Delivery Savings
- Dhanalakshmi Savings

Loan Products

- General Loan
- Discipline Loan
- Special Loan
- Emergency Loan
- Motivational (Protsahan) Loan
- Micro enterprise Loan
- Progress (Unnati) Loan
- Small Enterprise Loan
- Enterprise Infrastructure Construction Loan
- Loan for Buying Land
- Micro Enterprise Bridging Loan

Remittance Services

- IME
- Prabhu Money Transfer
- Himal Remit (Batas)
- City Express
- Sulav Remit (NMB Bank)
- Western Union (CG-Finco)
- Samsara
- Suryodaya Remit (Sunrise Bank)
- Sewa Remit
- Best Remit

Insurance Services

- Life Insurance
- Loan Insurance
- Savers Insurance
- Livestock Insurance

Social Security scheme

- Health Scheme
- Funeral Scheme
- Disaster Relief Scheme
- Poisonous Animal Bites Relief Scheme
- Immortal (Sanjeevani) Scheme

CSD Enhancing Credit Management Skills of MFIs Field Staff

With the aim to improve the performance of the field staff of MFIs engaged in Credit Management, CSD organized a 3 day program on Credit Management at its Training Hall in Maitighar Height, Kathmandu from June 15-17, 2017 (Asar 1-3, 2074).

The 3 day course was designed to suit both newly recruited field officers and as a refresher course to the experienced field officers in the present context of changed environment of microfinance. The overall objective of the training was to update and refine a coherent way of credit management and related tools and techniques for effective credit disbursement and utilization and timely repayment in the field level.

The training dealt largely with various problems faced by the field staff in their day-to-day credit operation and also oriented them on various principles and practices of credit management to avoid recurring problems and minimizing credit risk. The training had a total of 12 sessions facilitated by 7 internal and external resource persons. It covered a wide range of topics such as- the concept and need of credit management; client screening process; credit appraisal; prudential norms; delinquency management etc. Besides these they were oriented on the role of field officer in the successful management of credit and clientele, and ways to ensure their own development and its relation with the development of the clientele.

The training concluded with an open discussion session with Mr. Shankar Man Shrestha, Chairman of CSD, during which the participants had the opportunity to discuss various issues and challenges faced by them in the field.

The feedback from the participants indicated that they were happy with the coverage of the training and its management. Few of the common views were that the training had helped them to understand the important role to be played by them for the maintenance of portfolio quality and for the clients' development and management. They felt that development of clients lead to their own professional development and finally the development of their own organization. They said they learned that clients' economic and social activities help mitigate negative implications on the various financial and non financial parameters of the organization in general and of the branch office in particular.



Participants along with Executive Director and Director of CSD

After giving away certificates of participation to the participants; the Chairman of CSD gave examples of unhealthy competition in the field. He pointed out the important role every field staff can play to motivate clients to choose good path over the wrong one by using various tools and techniques learned and discussed during the training.

He wished them all the success in undertaking their responsibilities with new vigor and zeal and finally urged them to not forget the very essence of microfinance and job ethics that should never be compromised.

A total of 28 participants from 14 different MFIs had participated in this program, of which 20 were male and 8 female. It was coordinated by Mr. Satish Shrestha, Director of CSD. The participants were from Janamukhi Krishi Tatha Pashupalan Sahakari Sanstha Ltd., Surkhet; Swarojgar Laghubitta Bikas Bank Ltd., Kavre; Shreejana Development Center, Pokhara; Mahila Upakar Munch, Banke; Sahara Nepal

SACCOS Ltd., Jhapa; Karnali SACCOS Ltd., Jhapa; Kisan Bahuddeshiya Sahakari Sanstha Ltd., Kailali; Mahila Sahayatra Microfinance Bittiya Sanstha Ltd., Makawanpur; Jeevan Bikas Samaj, Morang; UNYC Nepal, Bardiya; NADEP Laghubitta Bittiya Sanstha Ltd., Dhading. They were joined by CSD's new training assistants - Mr. Sanjay Shrestha and Ms. Sagarika Khadka.



Chairman of CSD in discussion with participants



Participants in a review session

Nepal MFIs Officials Visit Bangladesh



Prof. Muhammad Yunus gracing a photograph with Nepal MFIs team

The Centre for Self-help Development (CSD) organized an exposure visit to Bangladesh from April 22 -29, 2017 for Nepalese MFIs officials and staff in joint collaboration with the Integrated Development Foundation (IDF) Bangladesh.

The team first visited the Grameen Bank Head Office in Mirpur, Dhaka and was briefed on the approaches, strategies and mechanism of Grameen Bank by its CEO Mr. Ratan Kumar Nag. The team visited Grameen's Azimpur Patiya Branch and observed the process of field operations. They were very impressed with the loyalty and credit discipline of the members. The team also had the great opportunity to meet and interact with the Founder of Grameen Bank and Nobel Laureate Prof. Muhammad Yunus. After Grameen Bank visit, the team headed towards Chittagong to visit another prominent MFI of Bangladesh the Integrated Development Foundation (IDF) and met its Director Mr. Nurul Alam Chaudhary who briefed them on the organization structure, lending process, loan products and other services to its clients. They also visited health service centres, solar energy program and cattle project of IDF.

The participants comprised of 8 Officials from 3 different MFIs, namely: Ms. Chandrakala Neupane – Vice Chairman,

Ms. Bhagwati Baral – Board Secretary, Ms. Parbati Parajuli – Loan Officer and Mr. Ram Kumar Chaudhary – Branch Manager of Mahila Upakar Manch, Banke; Mr. Birkha Bahadur Bohara – Manager and Mr. Bishnu Prasad Subedi – Senior Officer of Mirmire Microfinance Development Bank Ltd., Kavre and Mr. Raju Prasad Pudasaini and Mr. Ser Bahadur Gurung – Department Heads of Mero Microfinance Bittiya Sanstha Ltd., Nuwakot. The visit was coordinated by Mr. Sanjay Shrestha of CSD.

During the review of the visit held at CSD, the participants remarked that they were overwhelmed by the hospitality and work culture of Bangladesh MFIs. Ms. Chandrakala Neupane said, "Microfinance institutions in Bangladesh work not only to gain profit but dedicated to the social development of the clients. This is what I learned from the visit." Similarly, Mr. Ser Bahadur Gurung said, "The visit helped us in developing our self management skill and managing social development services to clients." Likewise Mr. Birkha Bahadur Bohara said, "Bangladesh MFIs are equipped with well-trained staffs. I feel that we too should pay attention to the training of our staff to improve our operations and services to our clients."

UPCOMING EVENTS

Bangladesh MF Practitioners Exposure Visit to Nepal:

CSD in collaboration with the Integrated Development Foundation (IDF), Bangladesh will be hosting an exposure visit for a team of Bangladeshi officials. The team will be visiting various parts of the country during the month of August, 2017 and will observe the MF practices prevalent in the country. They will have interaction with microfinance members

and practitioners at the field level. The team will also visit the branch and head office of leading MFIs to interact with their staff and management.

Exposure Visit to the Philippines:

In view of a need to observe and learn from the best practices prevalent in the region to help broaden the horizon and learning of Nepalese practitioners, CSD is organizing an exposure visit of Board Officials of Nepalese MFIs to the Microfinance Institutions in the Philippines. The study visit will take place from September 10 – 18, 2017 wherein the participants will observe field operations of MFIs and engage in dialogue

with their management and policy makers.

Institutional Members Meet

A new year – a fresh start. As everyone looks forward to achieving greater heights and development, the Centre will be organizing an Institutional Members Meet during the first quarter of the new Fiscal Year. The meet will be a gathering of Executive Chiefs and Chairpersons of MFIs in CSD's network. The event will address the experiences and challenges of MFIs in the country and pave a way forward for building a conducive environment in the microfinance sector to better serve the target group.



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