

Svasti Training Meeting – 2

<p>(Recap) You, the company, the group</p>	<ul style="list-style-type: none"> • My name is { } • My company's name is {Svasti} • Our branch office is at { } • The name of this group is { } • The leader of this group is { }
<p>Financial Terms</p>	<p>The loan is called {Pragati Loan}</p> <p>The financial terms and conditions are</p> <ol style="list-style-type: none"> 1. Loan Size : {Rs. _____} 2. Interest Rate : {_____ reducing} or _____% flat (_____ flat per month) 3. _____ weekly installments of {<i>Weekly installment schedule as per the loan amount</i>} 4. Processing Fee : Rs. _____ 5. Insurance premium : Rs. _____
<p>Your responsibilities</p>	<ul style="list-style-type: none"> • Your responsibilities as member are: <ul style="list-style-type: none"> • {Use the loan for the said purpose only} • {Come on time} • {Sit in order} • {Repay on time}
<p>Group leader's responsibilities</p>	<p>What is your responsibility as a leader of the group?</p>
<p>Your right</p>	<ul style="list-style-type: none"> • {Each time you pay your installment to Svasti, you have the right to insist that we acknowledge the payment by signing your loan card}
<p>Agenda</p>	<ul style="list-style-type: none"> • We will today discuss collections – rules and regulations
<p>(Collection rules and regulations) Weekly Collection</p>	<ul style="list-style-type: none"> • Like I discussed with you in the last meeting, every week the group will meet to remit the weekly installment to me <p>The weekly installment is {<i>Weekly installment schedule as per the loan amount</i>}</p>
<p>Process</p>	<ul style="list-style-type: none"> • We will always meet only at this Center • We will meet only at a predefined time. • We will meet every week at the same time at the same place
<p>Who will come</p>	<ul style="list-style-type: none"> • Every week I will come to collect the money from you. • Under extra-ordinary circumstances, for example, if I am not well, my supervisor, _____ will come to collect from you. • You will meet him soon
<p>Acknowledgement of Collection</p>	<ul style="list-style-type: none"> • Ok, I collect the money from you. Tomorrow if I come and tell you, you have not paid, what will you do?

	<ul style="list-style-type: none"> • You should be able to show me that I have collected the money, correct ? • This is a loan card. When your loan is approved I will give all of you a loan card. • Pass around the loan card so that everyone can see it. • This contains your name, the loan amount, the interest rate, the installment amount and space for my signature. • At every meeting when I collect money from you, please bring this loan card. I will sign the loan card against the relevant installment and mark the date. • This is acknowledgement of the collection of money from you. You can show this to me or my supervisor, if we tell you that you have not paid for a particular week
Absence	<ul style="list-style-type: none"> • Attendance will be taken at every meeting • Attendance is compulsory. However, we understand that there might be circumstances due to which you may not be able to come • <i>Explain the maximum number of leaves as per the tenor of the loan.</i> Not more than 3 in a period of 8 weeks. If you have to visit your village, you can do so, but please do not take more than 3 weeks off • During this time, you will still have to make the payment. Please send it through someone to the Group Leader _____, along with your loan card • If you absent yourself for more than the specified number of occasions, Svasti may decide to <ul style="list-style-type: none"> ▪ Blacklist the group and / or the member ▪ Not get benefits like higher loan amounts, early renewal facility which you can avail in 6 months of the current cycle
Late Arrival	<ul style="list-style-type: none"> • If you are not here by the time I am in the center, you will be considered absent. So please be careful.
Punctual Repayment and Attendance	<ul style="list-style-type: none"> • On the other hand, if you are on time, not absent for more than __ times and repay promptly you will be eligible for the next loan. • The next loan will be of a bigger value • You will also be eligible for a early renewal loan after 6 months with good payment record and attendance for all the meetings • Why are we doing this? We will do this because we now know you and we understand that you are people who repay properly. So we are rewarding you for that
Amount Collected	<ul style="list-style-type: none"> • The amount that would be collected is {Rs.____} per person per week • I will collect the amount only if I receive 5 * Rs.____ • Not one rupee more, not one rupee less • If I don't receive 5 * Rs.____ the entire group will be considered to have defaulted

Default and Joint Liability	<ul style="list-style-type: none"> • Please remember that the liability of the group is joint and every person guarantees the other • So, if one person defaults then the other 4 have to contribute towards making good that default • Similarly, if two people default then the other 3 have to contribute towards making good that default. So on and so forth • This responsibility continues each week for the entire duration of the loan (_____ weeks) • Please be very conscious of this. You are accepting Joint Liability and Group Guarantee
Consequences for non payment	<ul style="list-style-type: none"> • If you do not pay on time, Svasti may decide to <ul style="list-style-type: none"> ▪ Blacklist the group and / or the member ▪ Your group will not get facilities like higher loan amounts and early renewals which you can avail after 6 months
Prepayment of the loan	<ul style="list-style-type: none"> • Loan prepayment should only happen at the branch • It cannot be taken by any other employee of Svasti or any other person outside the branch premises • Receipt will be given for the loan prepayment at the branch only • Svasti will not take responsibility if you make unauthorized payments at the field to any person in violation of our rules
Currency Notes	<ul style="list-style-type: none"> • As you know there are problems of fake currency notes of denomination Rs. 500 and Rs. 1000. • It has happened to us in the past that MEMBER has given such notes and the bank has impounded it. • We cannot bear the loss of such fake currency notes. • Hence it is our policy that we will not accept notes of denomination of Rs. 1000 and Rs. 500. Please do not give us such notes because we will not accept them.
Scheduled and Unscheduled Holidays	<ul style="list-style-type: none"> • The collection schedule is pre-fixed. We will meet only on that day at the specified time and no other day. • There are two types of holidays: scheduled and unscheduled. We have scheduled holidays like Ganesh Chaturthi, Independence Day etc. when we don't work. We will communicate about these holidays 3 weeks in advance. • Then there are unscheduled holidays like bandh, heavy rains etc. when I will call you to inform if there are no collections. So your collection period will extend by 1 week. • Like that, every holiday will extend your collection period by 1 week. For example, if there is a holiday on Tuesday (your day of collections). Instead of the loan getting completed in 50 weeks, it will complete in the 51st week.

<p>Reiterate the collection timings</p>	<ul style="list-style-type: none"> • After the loan has been disbursed, collections will happen every week at the center, i.e. at . _____ [say meeting location / center name] • We will meet at _____ on _____ each week for this collection. • Since I have many collections in a day, you will have to adjust with my schedule. There are other groups coming in at the same time. • The entire meeting will last only 15 minutes. It is important that you are on time.
<p>Scheduling Residence Verification</p>	<ul style="list-style-type: none"> • As explained to you earlier, the next step is for me to visit your houses • This is mainly to understand where you stay and to get to know you better. • I will spend just 5 – 10 minutes in each of your houses. • Please ensure that your husband/ father is at home when I visit because I will need to speak with him and also take his signature along with yours in the loan application form • Please also ensure that you explain to him about Svasti, your proposed loan and all its terms and conditions before I visit your house. This is because he will have to give me his consent permitting us to give you the loan • I will come to your houses between _____ and _____ on _____
<p>Insurance Communication</p> <p>Insurance tenor communication</p>	<ul style="list-style-type: none"> ▪ Please explain the insurance policy to the RV person. We will require him to sign on the insurance policy documents when we visit your house. ▪ You and your husband (key family member) will also require a nominee. Please appoint by the next meeting. ▪ The nominee should be at least 18 years old. ▪ As I told you now, your loan tenor can extend because of holidays. But your insurance tenor will not increase. Your insurance tenor will last _____ months/year from the date of disbursement
<p>Privacy policy</p>	<ul style="list-style-type: none"> • As you have seen so far, we take personal information from you such as your name, address, age, details of family members. Svasti has a very strict policy of keeping all your information confidential and not sharing with anybody else. • But now, with the new government regulations, we are obliged to share this information with the government. And this is not only for us, but all MFIs. • Make sure you give us correct information about yourself and the number of loans you have taken from other organizations. • Also ensure you and your group doesn't default on the loan. Because even if 1 member defaults, the entire group will be considered as default, and this will be reflected in your records we share with the government. This will seriously hamper your chances of getting a loan not only from us, but also from other MFIs.

	<ul style="list-style-type: none"> • Are you clear about this? In case of doubts, talk to me or my BM, or call on the customer care number printed on the loan card you will get at the time of disbursement.
Undertaking	<ul style="list-style-type: none"> • As per the new RBI rules and regulations, you will have to sign this undertaking saying: <ol style="list-style-type: none"> 1. Your total indebtedness is not more than Rs.50,000 2. Your annual household income is not more than Rs.120,000 3. You have voluntarily selected and accepted the weekly/fortnightly/monthly installment process at Svasti 4. You are a member of only 1 SHG/JLG 5. Including Svasti, you have not taken a loan from more than 2 MFIs • Please sign the document.
Introduction (Mock GRT)	<ul style="list-style-type: none"> • Now we have completed the training. • I will now test you about the process as I have explained to you in the two training meetings so far. This is to understand if you've understood the process. • Please only the person to whom I ask the question should answer. <p>Test: Refer to the Group Test script below</p> <p><i>CRM will explain again if any member/or the group is found to not understand any aspect of the process and terms and conditions of the loan.</i></p>
Those left out (documentation)	<ul style="list-style-type: none"> • All those who had not submitted copy of the Id and address proof and / or Photograph may do so now
Those who did not bring (document)	<ul style="list-style-type: none"> • I had told you in the last meeting that this was the last chance for you to bring it • We cannot proceed unless you have it • The entire group is going to have to wait because you have not brought it. This is delaying the disbursement of the loan and also going in to your records. • Please call me when you are ready with it. Until then we cannot proceed
Conclusion	<ul style="list-style-type: none"> • With that we have finished our training. The disbursement, if everything goes as per the schedule, will be conducted on _____. • Do not forget to bring the loan processing fees, insurance premium during the disbursement. Your disbursement will get cancelled if you do not bring the same.

