



Co-Host

**Future of Finance – Inclusive and Equitable Growth for All**

The Hotel Ashok, New Delhi

December 12 & 13, 2023 (Tuesday & Wednesday)

SESSION PLAN**Day 1: December 12, 2023 (Tuesday)**

09:30 - 11:00	INAUGURAL
Welcome Address	Radhika Agashe, Executive Director, ACCESS Development Services
Release of Inclusive Finance India Report	Release of Inclusive Finance Report 2023 Highlights of Inclusive Finance Report 2023 by Ramesh Arunachalam
Special Addresses	<ul style="list-style-type: none"> Alkesh Wadhvani, Director, Poverty Alleviation, Bill & Melinda Gates Foundation Ravi Aurora, Senior Vice President, Global Public Policy & Government Affairs, Mastercard V Vaidyanathan, Managing Director & CEO, IDFC First Bank S Ramann, Chairman & Managing Director, Small Industries Development Bank of India
Inaugural Address	<ul style="list-style-type: none"> Dr. Vivek Joshi, Secretary, Department of Financial Services, Ministry of Finance, Government of India

11:00 - 11:15	NETWORKING BREAK
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11:15 - 12:35	PLENARY 1: Future of Finance - Crystal Ball Gazing
<p>The future of finance ought to be the one where relevant and appropriate financial products and services are universally offered to and used by all segments of the population. The two key priorities identified by the G20 Global Partnership for Financial Inclusion (GPFI) for the next three years are (i) Digital financial inclusion – promoting secure and responsible digitally-enabled financial services and (ii) Micro Small and Medium Enterprise (MSME) finance - improving MSMEs' access to finance through innovative methods for enhancing growth, resilience and exiting informality. Both of these, along with focus on finance for women, clearly resonate with the priorities for India for building on the achievements so far – the incredible success of the Jan Dhan Yojana (close to 510 million bank accounts) and the ground breaking Digital Public Infrastructure (11.24 billion UPI transactions in a month amounting to ₹17.40 trillion through UPI). This coupled with the diversity of banking and other financial institutions having an extensive branch and agent network, India is evidently ready to take the leap towards outcome oriented financial inclusion.</p> <p>This context setting first plenary of the Summit will delve on how the future of equitable outreach (to aspiring and existing microentrepreneurs, self-employed, women, farmers), with a focus on effective access, at affordable cost and sustainability for providers – can be made a reality.</p> <p>Moderator – Sumita Kale, Chief Executive Officer & Senior Fellow, Indicus Foundation</p> <p>Speakers:</p> <ul style="list-style-type: none"> Vinay M Tonse, Managing Director, State Bank of India Krishnadas Nair, Head-Microfinance, Bharat Banking, Axis Bank Hemalata Mahalingam, Regional Industry Manager, South Asia, Financial Institutions Group, IFC Dr Pawan Bakhshi, India Lead – Financial Services for the Poor, Bill & Melinda Gates Foundation 	

- Prakash Kumar, Deputy Managing Director, Small Industries Development Bank of India

12:35 - 13:20	PLENARY 2: Cruising on Digital Expressways – Leveraging the JAM Trinity for True Inclusion (Fireside Chat)
<p>The Reserve Bank of India's FI Index has shown steady ascent from 43.4 in 2017 to 60.1 in 2023. Within the three sub-indices of access, usage and quality however, the score for quality and usage are much lower than access indicating that more needs to be done for translating access to outcomes. The National Strategy for Financial Inclusion (2019-24) aims to accelerate financial inclusion to promote economic wellbeing, prosperity and sustainable development.</p> <p>Aligned with the overarching Summit theme and building further on discussions of the two opening sessions, this fireside chat will seek to quiz seasoned Indian banking stalwarts on how the 510 million JDY accounts along with the evolving digital public infrastructure riding on linkage with Aadhaar and Mobile phones, be leveraged for true and tangible financial inclusion. The session will identify key strategies of leading banks for financial inclusion and deliberate on the role of technology in inclusion considering there are continued barriers to digital capability among the last mile segments including women. What are expected innovations within the UPI payment systems? What new inclusion outcomes will be delivered through digital currency? What are some policy tweaks that are needed to push the needle on moving from bank accounts to usage of accounts, and further to access to appropriate financial products?</p> <p>Anchor: Tamal Bandyopadhyay, Consulting Editor, Business Standard Speakers: Atanu Chakraborty, Chairman, HDFC Bank</p>	
13:20 – 14:00	Lunch
14:00 – 15:30	TECHNICAL SESSION 1: Customer Protection and Impact Measurement
<p>The ends of financial customer protection are products and services that have the five attributes of relevance, affordability, accessibility, intuitiveness, and trust worthiness. Pathways to the above can potentially be five processes that providers can undertake - enhance product suitability, reduce information asymmetry, improve grievance redressal systems, reduce the incidence of frauds, and strengthen customer data protection. Then it becomes possible to view impact creation as the instituting of business processes and the engendering of product attributes that protect the poor customer – because the pathways map broadly to the process metrics in impact measurement, and the five desirable attributes of financial products and services map broadly to the usage and outcome metrics.</p> <p>The panel discussion, hosted in partnership with Dvara Research, is structured as a platform for panelists to (i) disseminate current best-practices of financial inclusion impact measurement, (ii) reflect on how these practices are already building in a customer protection perspective and what more can be done in that regard, (iii) elucidate the challenges and/or opportunities posed by the framing of impact creation as customer protection.</p> <p>Moderator: Indradeep Ghosh, Executive Director, Dvara Research Speakers:</p> <ul style="list-style-type: none"> • Arya Murali, Social Performance Management & Impact Measurement, Gojo and Company • Nethra Bhat, Partner, ACCION Impact Management • Garima Manocha, Principal, Performance Insights, Michael & Susan Dell Foundation • Vuthy Chea, Regional Director-Asia Debt, Incofin Investment Management • Dhruv Malhotra, Senior Investment Officer, BlueOrchard Finance Limited 	
14:00 – 15:30	TECHNICAL SESSION 2: Small Finance Banks – New Ambitions to become Big
<p>Setting up of SFBs as differentiated category has been a revolutionary step by the RBI 'to improve financial inclusion through an effective deployment of deposits and extension of credit facilities to micro, small and unorganised entities at low processing costs.' During FY22, the consolidated balance sheet of SFBs grew at a pace faster than that of SCBs, with deposit growth as well as that of loans and advances accelerated year-on-year. On balance, the credit-deposit ratio</p>	

of SFBs decreased to 93.2% from 99% a year ago, though it is higher than that of SCBs. The share of the priority sector in SFBs' total lending increased (to 75.6%) after declining over three consecutive years. Within the priority sector, the focus of SFBs continued on MSMEs, followed by agriculture and allied activities, with loans to MSMEs more than doubling from 2018 to 2022.

It was clear that this category is not of 'Small Banks' but Banks that support small transactions and loans. The upward trend of their growth broadly augers well for financial inclusion. Setting up SFBs is also considered by some as a step towards transitioning to Universal Banks in future. The session will discuss the performance of SFBs in promoting inclusion so far, including aspects of coverage of unreached areas and segments, establishing new delivery models, lowering costs etc. Second part of the session will explore the question of possible 'mission drift' with ambitions to become bigger banks.

Moderator: N S Vishwanathan, Former Deputy Governor, Reserve Bank of India

Speakers:

- Govind Singh, Managing Director and CEO, Utkarsh Small Finance Bank
- Ittira Davis, Managing Director and CEO, Ujjivan Small Finance Bank
- Udaya Kumar Hebbar, Managing Director, CreditAccess Grameen
- Rupali Kalita, Retired Managing Director & CEO, North East Small Finance Bank
- Rajat Bansal, Director, Lok Capital

14:00 – 15:30	TECHNICAL SESSION 3: Microfinance for Climate Adaptation and Resilience
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In the last decade, climate change has been an alarming concern because of its direct impact on macroeconomic level and global GDP. According to a prediction by Swiss Re, a global temperature increase can wipe out up to 18% of GDP worldwide by 2050 in case the average temperature rises by 3.2 degrees Celsius. Asian economies, especially developing nations like India are amongst the highly threatened geographies, as climate change has a direct impression on sectors like agriculture and allied activities. Microfinance institutions and other financial service providers who work directly with low-income populations in developing countries can play an important role in helping their clients build resilience and adapt to the effects of climate change. Access to appropriate financial services can provide a safety net in the face of changing weather patterns, natural disasters and shifting economies. Recent CGAP study has identified that current financial support is very much concentrated around insurance products, 53% of all climate-responsive products identified are standalone insurance products.

The session, hosted in partnership with Annapurna Finance, will deliberate on wider array of supporting mechanisms for needed for building customer resilience such as offering climate responsive savings and remittance, clean energy products, mitigative insurance as safety net and customer awareness development strategy. The panel will provide examples of products being offered by FSPs and offer recommendations for scaling up.

Moderator – Dibyajyoti Pattanaik, Director, Annapurna Finance

Speakers:

- Ravindra Kumar Singh, Chief General Manager, Small Industries Development Bank of India
- Anjali Garg, Senior Specialist, Regional Co-Lead (Asia) - Climate Finance, Advisory and Upstream, Financial Institutions Group, IFC
- Jaskirat S Chadha, Head Financial Institutions Debt, ResponsAbility
- Diane Jegam, Regional Director, Proparco
- Abhishek Agarwal, Managing Partner, Accion Impact Management

14:00 – 15:30	TECHNICAL SESSION 4: Enabling suitable and adequate credit to missing middle of credit market (MSMEs)
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Access to credit for MSMEs though improved fairly is still continues to be a challenge. Their credit needs are higher than the ticket sizes offered by MFIs and lower than SME loans targeted by banks. Also, the flexibility and product structure needed are different for different types and sizes of enterprises. The challenges faced by micro-enterprises in India are multifaceted. Access to credit remains a formidable issue, with these businesses struggling to secure affordable financing. Inadequate infrastructure, and limited technological adoption also hinder their growth prospects. Policy

framers and financial institutions need to play a more active role to enable tailored and affordable financial products, with mentorship programs and access to modern technology as allied key interventions.

The panel discussion, hosted in partnership with CreditAccess Grameen, is expected to bring out key insights on how digitization, various financial inclusion initiatives, government schemes and programmes, and the evolving digital public infrastructure have helped improve access to credit for the missing middle layer of the credit market, and what else could be done to further improve systemic access to suitable and adequate credit to this segment.

Moderator – Sundar Arumugam, Head - Digital Lending and Retail Finance Products, CreditAccess Grameen

Speakers -

- Ravi Tyagi, Chief General Manager, Small Industries Development Bank of India
- Abhishek Swarnkar, Incharge – Credit Card Product, National Payments Corporation of India
- Vijay Shetty, Executive Vice President, MSME Lending, Axis Bank
- Vipul Mahajan, Vice President and Head - Commercial Credit Business, TransUnion CIBIL

15:30 – 15:50

NETWORKING BREAK

15:50 – 16:30

PLENARY 3: Changing the Indian Financial Inclusion Landscape (Fireside Chat)

With the diversification of the institutional architecture for driving inclusion both in terms of institutions (differentiated banks, fintechs, NBFCs, downscaling by commercial banks etc.) and the access supported by the ground breaking digital infrastructure, the potential for achieving meaningful and comprehensive financial inclusion is immense. The session will delve into the possibilities offered by the changing landscape and policy and practice gaps that need to be plugged for optimizing the potential and achieving real inclusion at the last mile, across segments and geographies.

Anchor – M S Sriram, Professor-Public Policy, IIMB

Speakers –

- Nidhu Saxena, Executive Director, Union Bank of India
- N S Vishwanathan, Former Deputy Governor, Reserve Bank of India
- B P Mahapatra, Executive Director, Punjab National Bank

16:30 – 17:30

INCLUSIVE FINANCE INDIA AWARDS 2023 – PRESENTATION CEREMONY

- Radhika Agashe, Executive Director, ACCESS Development Services
- Alok Majumdar, Managing Director, Global Head of Philanthropy & Head of Sustainability India, HSBC

Chief Guest – Dr. Vivek Joshi, Secretary, Department of Financial Services, Ministry of Finance, Government of India

Day 2: December 13, 2023 (Wednesday)

09:30 – 11:00	TECHNICAL SESSION 5: Behavioral Design and Interventions for Transforming Financial Inclusion
<p>Behavioural design is an approach that uses insights from psychology and behavioral economics to influence people's behavior. In the context of financial inclusion, behavioral design can help FSPs design and deliver financial services that are more accessible, affordable, and effective for customers. For outcome oriented financial inclusion, FSPs need to increasingly translate insights from behavioural science on financial decision making into practical and implementable interventions that address psychological biases. Some common behavioral financial aspects include status quo bias, loss aversion, consensus bias, framing bias, familiarity tendencies, among several others. Some design elements include communication throughout the customer journey, product pricing and incentives, commitment features, customer choice architecture.</p> <p>The panel will highlight behavioral science concepts and the psychological biases that come into play in financial decision-making, followed by discussion on contextualising these biases in real world situations and showcase examples of financial products or services that were designed to address those biases for improved outcomes. The session will also flag key behavioral principles for building financial products for the poor and underserved along with sharing ways of applying these principles in designing products and processes.</p> <p>Moderator – Urmee Mehta Mankar, Head, Strategic Projects and Partnerships, Swadhaar FinAccess</p> <p>Speakers</p> <ul style="list-style-type: none"> • Kanika Kumar, Director, IDEO • Anushka Ashok, Behavior Architect, FinalMile Consulting • Jigeesha Nayyar, Senior Manager, Quicksand Design Studio • Saugato Datta, Senior Advisor-Global Development, ideas42 	
09:30 – 11:00	TECHNICAL SESSION 6: Banking Agents – The Backbone of India's Financial Inclusion Story
<p>The business correspondents (BC), as banking agents are called in India, have emerged as the most critical link in delivery of banking services to the low income people and remote rural areas. BC outlets constitute 97.5 per cent of the total banking outlets in villages in 2021-22 even as branches have decreased. The BC-ICT model has gained popularity even in rural areas as evident from its increasing usage. The state-wise distribution of fixed point business correspondents (FBCs), however, is uneven with more than 50% of FBCs located in 5 states of Uttar Pradesh, Bihar, Maharashtra, West Bengal and Madhya Pradesh.</p> <p>In the quest to drive efficiency for the providers, and convenience for customers, the viability of the agents and agent networks themselves has been somewhat compromised. A BCG report notes that about 1/3rd of the BC agents will become unviable due to various reasons, e.g., lack of appropriate and diverse products, infrastructure, lack of training for agents and customers, higher BC concentration in a given geography, and insufficient incentives. The session will deliberate on these issues, along with challenges faced by banks in managing the BCs, ground level gaps such as in digital connectivity and digital and financial capability of customers, and highlight key approaches to be taken to make it viable, sustainable, and gender inclusive model.</p> <p>Moderator – Shinjini Kumar, Co-Founder, SALT</p> <p>Speakers</p> <ul style="list-style-type: none"> • Dr Parshant Kumar Goyal (IAS), Joint Secretary, Department of Financial Services, Ministry of Finance (GoI) • Nidhi Kasliwal, Managing Director, Kamal Fincap • Shantanu Pendsey, Chief General Manager, State Bank of India • T N Sasidhar, Managing Director & CEO, Sub-K Impact Solutions Limited 	

09:30 – 11:00	TECHNICAL SESSION 7: Inclusive Digital Lending – Alternative Credit Assessment
<p>India has made massive strides in digital public infrastructure for financial services. Next stage growth relies on the base of JAM trinity (Jandhan, Aadhaar & Mobile) and Unified Payment Interface (UPI's) initial surge has digitally included upper end of the market, as the number of UPI transactions inches towards the \$5 trillion mark, most of the future growth will come from rural markets and under-banked urban markets. Smart phone and internet penetration are projected to increase by 44% by 2030, with significant growth expected in rural and under-banked markets.</p> <p>Ecosystem is poised to leverage the surge in mobile usage, data connectivity, and UPI transactions. Most of the incumbents in Inclusive finance space – Banks, NBFCs, MFIs, Coops – are trying to harness this opportunity. The mission focussed Fintech startups in inclusive finance space are also doing innovation and disruption – in collaboration with existing players. In all this development, we need to keep the Customers right at the centre of it and use the infrastructure and tech to increase access, decrease costs, improve controls but all within realm of fair practices.</p> <p>Keeping the rural customer focused, Professor Lucia Michelutti from University College of London (UCL) and her team has developed Ethnographic Driven Risk Analysis Framework (EDRAF) to assess and minimise risks in lending. Rural fintech Navadhan has partnered with UCL to validate this framework on ground. The industry is working on such tools from some time now and how these tools can solve the rural credit demand puzzles.</p> <p>The session will explore the big questions like - what can work today and can it cover all the segments, what can be the different service offerings and what can be the future.</p> <p>Moderator: Nitin Prakash Agarwal, Founder, Navadhan Lead Presentation: Lucia Michelutti, Professor, Department of Anthropology, University College London Speakers:</p> <ul style="list-style-type: none"> • Puneet Gupta, Co-Founder, Kaleidofin • Ashvin Chaddha, Co-Founder and Managing Partner, Anicut Capital • Swati Choudhary, Director of Network Development and Advocacy, South Asia, Women's World Banking • Ashish Mehrotra, Managing Director & Chief Executive Officer, Northern Arc Capital • Amitesh Kumar, COO & CFO, Midland Microfin Limited • Vivek Tiwari, Managing Director & CEO, Satya Microcapital 	
09:30 – 11:00	TECHNICAL SESSION 8: Climate Resilience and Adaptation for Low-Income Women
<p>Climate change has worsened economic inequality between developed and developing nations by 25% since 1960, and the effects of climate change could reduce global GDP by 11-14% by 2050, or \$23 trillion in economic output, with the most significant impact felt in South and Southeast Asia. Low-income women are acutely vulnerable to the economic impacts of climate change, including both sudden extreme weather events and longer-term climate impacts.</p> <p>Access to financial solutions is critical to enabling low-income women to build resilience against shocks related to climate change and adapt to the effects of climate change on their economic lives. However, globally, low-income women face unique barriers to accessing financial solutions and often lack access to these safety nets during times of crisis, exacerbating the impact of such events on their lives. FSPs have a critical role in designing and developing these solutions to support low-income women's security, prosperity, and economic empowerment. The session, being hosted in partnership with the Women's World Banking (WWB), will discuss how FSPs can reduce the impact of climate risk on vulnerable women, and better respond to market needs and take advantage of new opportunities to increase the financial inclusion of low-income women by embedding climate risk preparedness into their core business operations.</p> <p>Moderator – Kalpana Ajayan, Regional Head - South Asia, Women's World Banking Speakers</p> <ul style="list-style-type: none"> • Hadi Riachi, CEO, Swiss Re India • Anant Bhagwati, Partner, Bridgespan • Neha Kansara, COO, Friends of Women's World Banking • Poorna Pushkala, Group Head, Corporate Strategy & CEO's Office, Samunnati 	

11:00 – 11:15	NETWORKING BREAK
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11:15 – 12:45	TECHNICAL SESSION 9: Gender Lens Investing: Realities and Possibilities
<p>Gender Lens Investing (GLI) is not only about pursuing gender equality as a social good for its own sake; it is also a strategy for financial outperformance. Investing in women as customers and as workforce and leadership talent leads to stronger institutions, better returns and a more equitable world. Gender lens investors recognize that investing in women can yield both social goods and enhanced financial returns (through accelerated customer acquisition, strong portfolio performance and higher-performing, gender-diverse workforces). Thus, to capture this “gender dividend,” they will typically invest in companies that sell products or services that benefit women, companies with gender-diverse boards and leadership teams, or women-owned or -led companies. Gender lens investing is ‘gender-smart’ leading to investment analysis to uncover missed opportunities – often investments typically include companies that are led by women or that offer products and services that are inclusive of or are empowering to women.</p> <p>In the context of financial inclusion, gender lens investing is aligned with outcomes of increased economic participation of women and eventually gender equality through greater access to financial services to women. Through sharing of examples and learnings, the session (being hosted in partnership with WWB) will deliberate on what gender lens investing means for financial inclusion, and what should investors do both from portfolio perspective and their own institutional perspective to intentionally apply gender lens.</p> <p>Moderator: Rajat Arora, Principal Investment Officer, Head of Asia, Women’s World Banking Asset Management</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Raunak Mehta, Co-Founder and CEO, Igloo • Shweta Singh, SEWA Grih Rin Limited • Aiswarya Ravi, Chief Financial Officer, Kinara Capital • Nethra Bhat, Partner, ACCION Impact Management • Akansha Kasera, Senior Consultant and Strategic Marketing Lead, BFA Global, Catalyst Fund 	
11:15 – 12:45	TECHNICAL SESSION 10: Inclusive Lending – Multiple Paradigms
<p>Lending in India is undergoing several shifts. Post COVID, resurgence in retail lending is driven by strong growth in the mass market segments i.e. lower ticket sizes. Growth is however heterogenous when the risk angle is overlaid. Several product cohorts emerge which cater to responsible lending i.e. growth with controlled risk, whereas some products have witnessed high growth and high risk. Similarly, on the SME side, resurgence beyond COVID is due to a combination of lending to individual self-employed and entities.</p> <p>This period has also witnessed the growth of lending beyond the well-established credit centres in the country. Growth has come from newer deeper geographies. Encouragingly, these newer geographies show the same amount of risk at similar portfolio vintages as more penetrated credit centres. The advent of account aggregator has also enabled increased access to credit, especially in segments where traditionally the credit penetration is lower. This holds the promise of accelerated but responsible inclusion.</p> <p>This session, being hosted in partnership with CRIF High Mark, will feature presentation of insights from CRIF that showcase emerging paradigms in the lending landscape in India, touching upon some of the above areas. This will be followed by discussion on inputs from diverse practitioners on some of their execution strategies to harness these emerging trends.</p> <p>Moderator – Ragini Bajaj Chaudhary, Director - Investments, Caspian</p> <p>Lead Presenter – Ramkumar Gunasekaran, Director & Head of Sales, CRIF High Mark</p> <p>Speakers</p> <ul style="list-style-type: none"> • Siddharth Singh, Head of Engineering, Rupifi • Shoorveer Shekhawat, Head of Swadesh Banking, Government Business & Wholesale Deposits, AU Small Finance Bank 	

11:15 – 12:45	TECHNICAL SESSION 11: Reaching to New Credit Customers in the MSME Space
	<p>MSMEs are an important component of India's economy which influence its GDP, employment and exports. However, they face financing challenges which stifles them from scaling, capitalizing on growth opportunities, or recruiting new talent. As per a study by the UK Sinha Committee established by the RBI, the MSME sector faces a credit shortfall estimated between ₹20,000–₹25,000 billion. There has been a much greater emphasis on boosting access to credit for MSMEs in the last few years, both through banking as well as other financial institutions. One metric of measuring progress on financing to MSMEs is to look at loans provided to New to Credit (NTC) customers.</p> <p>A higher % of NTC is indicative of higher efforts towards financial inclusion. As per credit bureau data, out of the total loans to MSMEs originated by public sector banks, 64% are NTC, while for private banks it is 23% and NBFCs, 39%. The session, curated in partnership with Caspian Debt, will focus on the present status of the MSME ecosystem, and the way forward and strategies to reach new customers with credit. The discussion will also review some of the overarching issues and challenges encountered by the sector with regard to credit availability, and discuss suggestions and recommendations to overcome them.</p> <p>Moderator: Avishek Gupta, Managing Director and CEO, Caspian Debt</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Shruti Joshi, Head of Insights, Equifax • Deepak Kothari, Co-Founder & COO, FT Cash • Pravash Dash, Founder & CEO, Arthan Finance • Utpal Isser, Co-Founder, Sarvagram Fincare Private Limited • Vasumathi Devi, Managing Director, IKF Finance
11:15 – 12:45	TECHNICAL SESSION 12: Exploiting Digital Transactional Platforms – Enabling Access at the Bottom of the Pyramid
	<p>Innovations in digital platforms are helping to advance financial inclusion by improving access to payment services, credit, social protection schemes, insurance, and wealth management. The India Stack – with its four layers of digital identity, an interoperable payment interface, digitalization of documentation and verification, and consent – has the potential to revolutionise access to finance through digital models. India has seen a burgeoning a fintechs becoming the third largest fintech ecosystem globally. Overall the combination of public infrastructures, government-led financial inclusion initiatives and privately operated platforms has helped India to drastically increase access to financial services.</p> <p>This session will focus on the accessibility of digital transactional platforms and how these platforms can pave way to effective access of finance – more importantly payments, social protection, and insurance - to the most marginalized section and the last mile. The panel will review the present status of digital financial services' penetration in rural and semi-urban communities across different geographies and how a more inclusive and enabling ecosystem can be developed where the digital divide is reduced across different strata and segments. The discussion will also review how data including from different sectors such as health can be leveraged an important asset to support outreach, documentation, underwriting etc. and help deliver financial services through partnerships and viable business models.</p> <p>Moderator – Priyanka Agarwal Chopra, COO and Managing Partner Seed Investing, CIIE.CO, IIM-A</p> <p>Speakers</p> <ul style="list-style-type: none"> • Ajay Kumar Kodumagulla, Chief Sales Officer, FIA Global • Neeraj Maheshwari, Chief Executive Officer, M-Swasth • Vinish Shah, Chief Business Officer, Craft Silicon • Sapan Parekh, Co-Founder, Leegality
12:45 – 13:30	LUNCH

13:30 – 15:00	TECHNICAL SESSION 13: Philanthropic Partnerships for Financial Inclusion
<p>Even as new business models to serve the bottom of the pyramid with financial services evolve and scale, the relevance and significance of philanthropic investments in the area of financial inclusion continues to exist. The sector needs philanthropy to supporting research, policy influencing, product and process development (proof of concepts/pilots), training and capacity building of FSPs, and demand side capability building, among others. Areas that continue to be gaps in financial inclusion such as access to finance for women, financing of micro enterprises, availability and uptake of savings and insurance products, cost effective models for difficult geographies, along with new areas such as financing for climate adaptation, will need support from philanthropic capital. Also, it is evident that some of these will need to be addressed through partnerships among investors, along with exploring models of blended financing.</p> <p>The panel will discuss successes and continued relevance of philanthropic investments and partnerships in promoting financial inclusion, ways of improving efficiency and effectiveness of implementation partners, and how flexible, trust-based funding can allow for better responsiveness to rapidly shifting realities and lead to greater on-ground impact. The panel could also speak to navigating competing priorities and resource allocation and how collaborative efforts can lead to optimum outcomes that may otherwise be unattainable.</p> <p>Moderator – Royston Braganza, CEO, Grameen Capital</p> <p>Speakers</p> <ul style="list-style-type: none"> • Emma Stanton, Director, Social Impact, South Asia, Mastercard Center for Inclusive Growth • Anupama Anand, Program Officer, Philanthropic Partnerships, BMGF • Nidhi Bhasin, Chief Executive Officer, Nasscom Foundation • Jiji Mammen, Executive Director, Sa-Dhan 	
13:30 – 15:00	TECHNICAL SESSION 14: Present Status and Way Forward in MSE Lending
<p>The MSME sector has a major role in contributing to the country's economic growth and socio-economic development through employment generation and reducing inequalities and regional imbalances in incomes and economic opportunity. MSMEs is however a fairly diverse 'group' with substantial differences in level of formality, size of business and credit needs. A large number of tiny enterprises — with turnover of say between INR 50 lakhs - 1 crore — within the microenterprise segment, have the potential to drive local self-employment and job creation including for women and people with limited skills and education.</p> <p>With the objective of providing a distilled view on the state of lending to the 'tiny' sub-set within the microenterprises, ACCESS has partnered with Equifax since 2020 to bring out an annual trend report titled Status of Microenterprise Lending. This Report tracks the performance metrics of portfolio of business loans up to Rs 25 lakhs as a proxy for reporting on loans to the tiny enterprises. The session will draw reference from the key highlights of the 2023 report covering aspects of size, geographical distribution (state-wise and rural/urban), portfolio quality, types of institutions, among others for business loans, agricultural business loans and MUDRA loans, and discuss how the gaps can be addressed by financial institutions.</p> <p>Context Setting – Aditya B. Chatterjee, Managing Director, Equifax Credit Information Services Private Limited</p> <p>Release of Report on Trends in MSE Lending 2023 – Tamal Bandyopadhyay, Consulting Editor, Business Standard</p> <p>Presentation of Report – Praveen Khedale</p> <p>Panel Discussion:</p> <p>Moderator: Aditya B. Chatterjee, Managing Director, Equifax Credit Information Services Private Limited</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Shweta Shah, Co-Founder, Silver Compass Capital Advisors Private Limited • Abhishek Anand, Partner, MicroSave • Amit Mandhanya, Executive Vice President - Direct Origination, Northern Arc Capital 	
13:30 – 15:00	TECHNICAL SESSION 15: Democratization of Financial Health – Learnings from Emerging and Developed Nations

Globally, there has been considerable progress in bridging gaps in access to financial services for the underserved. Notwithstanding these strides, there is growing recognition that for inclusion to deliver on its mandate, it is imperative to enable enhanced financial literacy, capability, and freedom among the most vulnerable segments of society. The ecosystem needs to shift its approach from a product-based lens to improving the financial health of communities and creating opportunities to fulfil their aspirations. The COVID-19 pandemic was an inflexion point and has further reiterated the need to focus on holistic financial health. But what does financial health look like for diverse segments of the population? What lessons can we draw from the experience of developed and emerging nations in measuring financial health? This panel will unpack different dimensions of financial health – from financial planning and savings to managing expenses and how the concept can be democratised. Panelists will also share insights on developing a common lexicon and approach for measurement, practical considerations in developing measures suited for different geographies, segments and contexts, and how these insights can be leveraged by stakeholders in the ecosystem.

The session, in consultation with UNCDF, aims to discuss the critical theme of democratizing financial health, exploring insights from both emerging and developed nations. To draw parallels, identify challenges, and extract key learnings among different industry experts that could inform global efforts to ensure widespread access as well as the measurement of financial well-being.

Moderator – Sabina Yasmin, SRF and Team Anchor - Financial Wellbeing and Social Protection, LEAD at Krea University

Release of Report: Measuring Financial Health in Low and Middle-Income Countries - A case study of Gig Workers in India and Address – Rakhi Sahay, Partnerships and Innovations-Financial Health, United Nations Capital Development Fund (UNCDF) and Sharon Buteau, Executive Director, LEAD at Krea University

Speakers:

- Amit Arora, Rural Development Finance Specialist, World Bank
- Shweta Pereira, Senior Director, ACCION
- Leena Datwani, Financial Sector Specialist, CGAP
- Udit Kariwala, Chief Financial Officer, Vastu Housing Finance Corporation Limited

13:30 – 15:00	TECHNICAL SESSION 16: Women's Empowerment through Microfinance and Micro Enterprise
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The panel would aim to create an interactive dialogue with international and national experts in women's finance and enterprise. The panel discussion will cover an introduction to the growth of financial inclusion and enterprise finance among women, the quality of the growth and impact on livelihoods and women's empowerment and models proliferated and lessons learnt.

Moderator: Smita Premchander, Secretary, Sampark

Speakers:

- Dr. Dinah Bennett, Co-Lead, Enterprise Development, Women's Economic Imperative (WEI) Durham, UK
- Simona Lanzoni, Vice President, Fondazione Pangea Onlus, Milano, Italy
- Vinita Sethi, President, Public Affairs Forum of India (PAFI) & Chief Public Affairs, Apollo Hospitals Group
- Rupa Mistry, Program Manager, Enterprise Development Vertical, Mahila Arthik Vikas Mahamandal (MAVIM)
- Dr. Clara Ariza, Global Consultant, Climate Change and Livelihoods
- Sanjay Sharma, Managing Director, Aye Finance

15:00 – 15:15	Networking Break
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15:15 – 16:15	PLENARY 4: Different Institutions Same Goal – Quest for Financial Inclusion
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Given that the poor and low-income people suffer from multiple and varying levels of challenges, a single channel to include all segments of population in the formal financial system doesn't work in a country as vast and diverse as India. Given their size and vast network, the nationalised banks have supported State-directed lending for decades. They have also played a large role in government-to-citizen transfers. Regional Rural Banks and Rural Cooperative Banking structure were the initial differentiated banks set up to promote financial inclusion in rural areas. Apex development

banks SIDBI and NABARD have played substantial role in providing direct financing, refinancing as well as ecosystem and capacity building support to promote inclusion. Seven years back, SFBs were set up with the mandate to promote inclusion.

The session will discuss the approaches and strategies of three different banking institutions – commercial banks, Small Finance Bank and a development bank – in promoting financial inclusion. Are different institutional types plugging different gaps in the system in terms of segments, geographies etc. so that universal inclusion can be achieved with their aggregate efforts?

Moderator: Dr Rajiv Lall, Professorial Research Fellow, Singapore Management University and Management Committee, Singapore Green Finance Center

Speakers:

- Rajnish Kumar, Chairman, Mastercard India; Former Chairman, State Bank of India
- Samit Ghosh, Founder, Ujjivan Small Finance Bank

16:15 – 17:15

PLENARY 5: Three Decades of Self Help Groups – From Inclusion to Empowerment?

The world's largest programme for promoting women's access to finance – the Self-Help Group (SHG) movement in India – has completed 30 years. A small pilot project initiated in 1992 by NABARD has now become the bulwark for bringing millions of poor women into the mainstream economic milieu with 13.4 million SHGs covering 160 million households across the country. Given the visible potential of the SBLP program for women's economic empowerment, in 2011, when the Swarnajayanti Grameen Swarojgar Yojana (SGSY) was restructured as the National Rural Livelihood Mission (NRLM), the SHG model was adopted. In subsequent years, the Government of India made large investments in creating trained cadres of human resources and promoting SHGs in a 'saturation mode' along with community institutions (Village Organisations and Cluster Level Federations) through dedicated State Rural Livelihood Missions. This gave the SHG movement a much-needed boost and new vigour.

The session will focus on many such achievements of the three decades of SHG Bank Linkage program, issues and challenges encountered and the way forward for SHGs and the SHG federations. The issue of graduation of clients from group-based microcredit to larger (individual) enterprise/ business loans will also be discussed, models for which are being tested and need to be scaled soon for real outcomes of access to finance on incomes of women.

Moderator: N Srinivasan, Independent Consultant

Speakers:

- Amarjeet Sinha, Retired IAS; Former Secretary, Department of Rural Development & Advisor in PMO
- Aloysius Fernandez, Member Secretary, Myrada
- Smita Premchander, Secretary, Sampark

17:15 – 17:30

Valedictory

- Summary of Summit Proceedings – Smita Premchander, Secretary, Sampark
- Vote of Thanks – Radhika Agashe, Executive Director, ACCESS Development Services