



Nirdhan Newsletter

**Nirdhan Utthan Laghubitta
Bittiya Sanstha Limited**
(formerly Nirdhan Utthan
Bank Limited)

An MFI Providing Services to the
Poor

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Message from the CEO

Dear Reader,
Greetings!

We are delighted to present you the December 2020 - May 2021 Newsletter to inform you the activities performed during the period and updated progress of the organization.



A View of center meeting of Thaha SRG of Dolpa Branch of Dolpa District

Nirdhan Progress Report as of May 15, 2021

Non- Financial Indicators	Figure
Districts Covered	77 of 77
Branch Offices	181
Local Bodies Reached	537 of 753
Financial Literacy Beneficiaries	4,976 (CFY)
No. of Maternity Allowances	3,116(CFY)
No. of Insurance Claims	1,682 (CFY)
No. of Disaster Reliefs	527(CFY)
No. of Critical Illness Relief	267 (CFY)
No. of Staff	1,148
No. of Centers/SRGs	20,707
No. of Active Clients	379,360
No. of Loan Clients	222,481
Financial Indicators	Amount
Loan Disbursed (NPR)	160.51 Billion
Loan Outstanding (NPR)	24.39 Billion
Savings & Deposits (NPR)	15.46 Billion
Insurance Claims Paid (NPR)	111.23 Million (CFY)
Credit Interest Rates	10% - 15% p.a.

Note: Nepali Rupees (NPR), Current Fiscal Year (CFY)

In response to the effect of pandemic, Nirdhan provided relief amount of Rs 2 crore 15 Lakhs 31 thousands to the clients of all 181 branch offices to buy protective materials like masks, sanitizer and soaps as a preventive measure.

Nirdhan is committed to promote entrepreneurship and commercialization of the clients enterprise by promoting self-employment in the local economy among the poor households. Our staffs in the branches reach out to the poor clients in

the urban and remote areas. After screening the client's background, their capacity and skills, interest and potential in the area, our staffs in the branch help to enhance the clients knowledge and motivate them in the potential business idea with the brief business plan. We have already delivered 11 business plan of potential business idea in the center. This initiative have shown encouraging results among clients as some of them have already started their new venture while others have scaled their enterprise in a commercial way. We are marching ahead in our mission of inclusive growth. We are committed for women empowerment and employment generation. This year Nirdhan is focusing more on microenterprise promotion through different business development services and capacitating staffs in this area. We hope these initiative of Nirdhan will fulfill the aspiration of micro-entrepreneurs.

- Janardan Dev Pant

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Nirdhan Response to Covid 19 Second Wave

Nirdhan provided relief amount of Rs 2 crore 15 lakhs 31 thousands to the clients

Amidst the growing instances of Covid 19 second wave and high infection rate and casualties among the community and some of the Nirdhan members already contracted with the diseases, Nirdhan Utthan Laghubitta provided relief amount of Rs 2 crore 15 lakh and 31 thousands and 400 hundred to its members of all 181 branch offices of 77 district of Nepal to purchase health protection materials like masks, soaps and sanitizer. This support will help the members to stay protected against COVID infection. This will ensure that members will be able to continue to operate their enterprise.



Mask and soap being distributed to members in the Center , Branch office Basantapatti .

Nirdhan provides rebates of 6.5% of the interest collected and waiver of the service charge for Business Rehabilitation loan

The second wave of COVID 19 pandemic is having devastating effect in the health and livelihood of the people. The lockdown have further accentuated the condition of micro entrepreneur and daily wage earner , and risk throwing 150 million people (Source: Reversals of Fortune back into extreme poverty-World Bank) back to poverty by the end of 2021, mainly in Africa and South Asia. Nepal microfinance sector have played key role in reducing the incidence of poverty of Nepal. In the current circumstances, daily wage earners and micro entrepreneur are hard hit by this pandemic and lock down.

In response to current situation, Nirdhan laghubitta have revised its policy and have decided to offer rebate of 6.5% in interest amount collected of those borrower who are regular in their installment payment . This facility can be available by the irregular loanee who want to clear their past due and want to be regular in their loan installment payment. In addition to that Nirdhan have decided to waiver the service charge of 1.5% of the business rehabilitation loan, which it has introduced last year in the wake of first wave of covid 19 to provide working capital loan to restart their business which are effected by the pandemic and current lockdown.. These interest rate rebate and service charge waiver of business rehabilitation loan will be applicable from 23 May 2021 to 17 October 2021.

Capacity Building Training on Microenterprise Promotion for Accountant

Nirdhan organized two days training on Microenterprise Promotion for accountant of branch offices with the objective to increase Microenterprise loans in the organization. The training was organized on 1 December - 2 December 2020 through an online medium because of COVID situation. The total 51 accountants from different branch offices participated in the training.

The training started with the opening remarks of the CEO Janardan Dev Pant. The opening session was also attended by different department chief, regional manager and the program officer. The training was facilitated by Assistant General Manager Raj Narayan Das, Chief Manager Ram Bahadur Chaudhary, Planning Department Chief Mr Mukesh Dahal and Regional Managers. The training session included topics on Credit Appraisal of Microenterprise loan, Loan Documentation, Collateral Evaluation Process, Microenterprise loan Monitoring and Recovery Process and tips on increasing Micro-Enterprise loans. The CEO of Nirdhan, Mr Janardan Dev Pant concluded the training session by requesting each participant to implement the learning imparted by the training to increase microenterprise portfolio of the organization. He added that Nirdhan has come to this stage due to the hard work of all the staffs, so requested all participants to work hard to fulfill the organizational target.

Financial literacy Training to Clients

Branch office Yedukaha organized financial literacy training in Mahua of Dhanusha District. The financial literacy training was organized on 20 April 2020 and 57 people participated in the training..

The financial literacy training was facilitated by Mr Anil Kumar Mishra, Program officer of the Birtadmod area office. The training included sessions on introduction of financial literacy, objective and importance of financial literacy, financial goal setting, saving and savings options, saving plan and spending decisions, loan and loans options, loan utilization, credit discipline, budgeting and spending plan, risk management and insurance, remittance and also information about the different relief schemes like critical illness allowances, maternity allowances and scholarship schemes being provided by the organization.



Financial literacy training being delivered, Yedukaha Branch

Entrepreneurship Messages to the Clients:

Nirdhan is committed to promote entrepreneurship and commercialization of the clients enterprise. To support this endeavor every month loan officer delivers the entrepreneurship message of the CEO in the center. This month message focused on garlic farming technique and its business plan. Up till now 11 entrepreneurship messages has been delivered in the center on the topics ranging from turkey farming, saffron cultivation ,poultry, pig-gery, tomato cultivation in the tunnel, goat farming, mushroom cultivation, akbare chilli farming and garlic farming business plan.

Interaction Program with Regional Managers and Program Officers

Nirdhan organized an interaction program with regional managers and program officers to discuss the impact of the Covid-19 and the way forward. The interaction program was organized on 27 April 2021 through a virtual medium. The program was attended by Department Chief, Area Manager and Program Officer. In this program Assistant General Manager of the institution Mr Raj Narayan Das requested all participants to continue the operation with utmost safety and care, to keep in touch with the clients, and take necessary measure to bring money collected in the center via member or staff themselves, update CIB and requested all the participants to work for the fulfillment of the organizational target.

Chief Manager Narayan Bahadur Karki expressed that lockdown is not a public holiday, it is meant to restrict unnecessary movement and crowd. He further added, as banking services is essential services, so staff are allowed to work in branch offices and to have movement in the working area. He requested all to work safely within the guideline issued by local bodies.

Chief Manager Mr Mukesh Dahal presented the target vs achievement status of the regional offices. Chief Manager Narayan Neupane presented the suggestion and feedback received from the regional offices. Regional Managers briefed their respective area situation.

Assistant General Manager further reiterated to all staff to use protective material for their safety and the safety of their family and to move forward to achieve the organization target with the available resources.

Training on Effective Branch Management for BM

Nirdhan organized effective Branch Management training to the branch manager of all 181 branch offices. The training was organized regionwise intermittently from 27 Jan 2021 to 19 March 2021. The training session was started with the opening remarks of the CEO Janardan Pant. He stressed on the need to increase business, improve portfolio quality and to update the CIB. He further added that all staff need to work and manage the operation with motivation and increased productivity. The training session included topic on Task, Responsibility, Actions, Step, Timeliness, Reviewer and Supporter (TRA/TRS), Delinquency management, Village Banking for loanee increase, and regional office wise target vs achievement.

Maternity Allowance

Nirdhan Distributes maternity allowance to its maternity clients in a regular basis. The maternity period is a very sensitive period for mothers and they need nutritious food to keep themselves and their child healthy. To help the same cause Nirdhan has been providing Rs. 1,600 to its maternity clients for up to 2 times.

Nirdhan distributed maternity allowances to 1312 members during the period of December 2020—May 2021 amounting to Rs 20 lakhs, 97 thousand and 8 hundred to maternity clients through different branches.



Maternity Allowance distributed to Laxmi Khatri of Johang Branch

Distribution of Compensation

Nirdhan also distributes compensations in the event of death or accidents of its member clients to their family who were insured through the micro-insurance services facilitated by Nirdhan Utthan LBSL. Nirdhan distributed compensations to 669 policy holder families during the period of December 2020—April 2021 amounting to a total of Rs. 47.44 million to the families of deceased clients through its different branches across the country. Nirdhan Utthan provides insurance services to its clients through a partnership with the best third party insurance company in the market. The insurance premiums charged to the clients are ne-



Insurance Compensation amount being presented to member's spouse

Disaster Relief

Nirdhan distributes Relief to the members who are affected by natural calamities such as flood, landslide, earthquake, tornado, fire etc. During December 2020—May 2021, Nirdhan distributed disaster reliefs to 80 members amounting to Rest. 2 lakhs and 67 thousand. These reliefs were provided to the victims of natural calamities. The amount of relief distributed to the members depend on the damage caused to them and their household.



Disaster relief being offered to the client, Rajapur Branch

Critical Illness Relief

Nirdhan has recently started providing Critical Illness Relief to the members and the household. The value of relief is Rs. 5,000 per case. The critical illness include cancers, major organ damage, major heart diseases, and other major illnesses as specified by the Critical Illness Relief Manual of the organization. Nirdhan provided Critical Illness Relief to 140 members during December 2020—May 2021 amounting to a total of Rs. 7 lakhs.



Critical illness relief being offered for cancer client, Khajura Branch

Man Kumari at Her Shop

Man Kumari Devi family has set an example in the community as someone who has prospered through proper loan utilization. Her family is involved in the bag manufacturing business. With sheer determination, hard work and perseverance she has established herself as a successful entrepreneur and is providing employment to 7/8 people in her garment factory. Man Kumari Devi was born in Birgunj Nagwa as a third child among her four sisters and one brother. Mankumari Devi is currently residing in Parwanipur -4, Chainpur. As a child, she faced many hardship because of her poor family background. She could not get an education despite being in the Birgunj. She is happy to have learned to write her name because of membership in Nirdhan. As her teenage years were spent in hardship, at the tender age of 16 she tied a knot to Kankai Lal Kurmi. This marriage was a traditional marriage.

After the marriage, sorrow and hardship continued in her life. As the elder daughter in law in the family, she was responsible member of the household. She was now working as daily wage laborer to earn her living. During this

initial years she gave birth to three children. Now with the increased family size, she was getting anxious about raising her children. During this uncertain period of life in 2060 B.S through fellow villagers, she came to know that Nirdhan is forming a group in her village which will be providing non collateralized loan. She came in contact with the loan officer of the Nirdhan and joined the group. She took the first loan for Buffalo farming. In the second year she took the loan amount of Rs 20,000.00 to buy buffalo. In the meantime, her husband underwent training on tailoring. With the additional loan of Rs 25,000.00 in the year 2063, the family started tailoring and Kirana Shop. During the same period she took the seasonal loan of 10,000 and started



Man Kumari at her shop

bag making business. She further injected additional investment in bag and grocery shop through Nirdhan Loan. With the hard work and the investment in the business, she was able to scale her grocery shop and bag business. She continued taking loans of Rs. 40 thousand, Rs. 50 thousand, Rs. 60 thousand, Rs. 55 thousand, 1 lakh and 50 thousand, Rs 2 Lakh and Rs. 3 lakh to scale her business. Additionally, she has also taken a microenterprise loan of Rs 1 lakh 80 thousands, Rs 3 lakh and after repaying the earlier loan she has also taken the loan amount of Rs 5 Lakh to expand her bag manufacturing business at home and other in Birgunj. She has also purchased Magic Van with the savings and taking loans. Her son is operating Magic Van and is earning Rs 25,000.00 to Rs 30,000.00

During this 17 years of engagement with the Nirdhan she has been able to add 2 shops worth of Rs 10 Lakh, 3 Kattha Land, 10 Dhur homestead, 1 Magic Van, 1 Motorcycle, 1 Buffalo, and 10 lakh worth of house and furniture. The family have gone through big transformation from someone who underwent hardship because of poverty and unemployment and now her family is able to earn monthly income of 70,000.00 to 80,000.00



A View of center meeting of Kavra SRG of Sulichaur Branch of Rolpa District

5 STEPS

for Managing patients with COVID-19 at home:

For the Public

Most COVID-19 cases are mild or moderate, and can be managed at home. If you have been in close contact with a COVID-19 positive person, or you are showing symptoms, and think you may have COVID-19, here's what you should do to take care of yourself, and when you might need to go to the hospital, explained in 5 simple steps.

STEP 1



Be aware of the symptoms of COVID-19

COVID-19 symptoms vary. Common symptoms are: fever, cough, sore throat, loss of taste or smell, red eyes, headache.

It is severe if you have breathing difficulties, you are unable to get out of bed or care for yourself, you have chest pains, or if you become confused, dizzy or drowsy.

Get immediate help from a health care provider if you or someone you know has these severe symptoms.

If you have COVID-19 symptoms, consult a health care provider, get tested

STEP 2



Look after yourself

- Rest, keeping distance from other people, or in a separate, well-ventilated room
- Drink plenty of fluids to stay hydrated
- Wear a mask if others are in the room
- Have a nutritious diet
- Take paracetamol when you have fever, muscle pain or headache (take advice from a health care provider on the dose and how often to take it). If fever continues despite this, use a cold wet cloth on your forehead.
- Check your oxygen level with pulse oximeter if advised by your health care provider (see steps 4 and 5 below).
- Do not self-medicate except for paracetamol for fever/muscle pain/headache
- If you have breathing difficulties, you are unable to get out of bed or care for yourself, you have chest pains, or if you become confused, dizzy or drowsy, get immediate help from a health care provider***

STEP 3



Protect those you live with

- a. Keep distance from others, in a separate, well-ventilated room, if possible, or at a distance of more than 1 metre
- b. Wear a mask, and have others in your household wear a mask
- c. Wash your hands regularly with soap and water or use a hand sanitizer
- d. Use separate utensils for food and drink.
- e. Seal and keep your waste, garbage separately and have it disposed separately
- f. Ask your carer to wear a mask properly, and wash his/her hands regularly with soap and water or hand sanitizer.
- g. Open your windows to improve ventilation

STEP 4



If you're advised to use a pulse oximeter

- a. Make sure you know how to use it safely: your health care provider should provide instructions on this. If not, ask for it.
- b. Check your oxygen level with a pulse oximeter 3 times a day, or as advised by your health care provider

STEP 5



Your oxygen level is very important. Here is a general guide, but your health care provider might advise you according to your situation:

Whatever your level of oxygen, if you have breathing difficulties, you are unable to get out of bed or care for yourself, you have chest pains, or if you become confused, dizzy or drowsy, get immediate help from a health care provider

- a. If your oxygen level is 94% or above: continue to check your oxygen level as before
- b. If your oxygen level is 90% or more, but less than 94%:
 - i. Consult a health care provider or seek hospital care
 - ii. Use oxygen if you're advised to by your health care provider (it may not be needed)
 - iii. Your health care provider may prescribe steroids. If so, follow their instructions strictly. Do not self-medicate.
 - iv. Rotating yourself in bed may help, including on your stomach, on your side, and sitting upright, if you are able to, for up to 2 hours at a time
- c. If your oxygen level is less than 90%, this is severe COVID-19:
 - i. Consult a health care provider and seek hospital care immediately
 - ii. Use oxygen as advised by your health care provider
 - iii. Take steroids as prescribed by your health care provider
 - iv. Rotate yourself in bed, including on your stomach, on your side, and sitting upright, if you are able to, for up to 2 hours at a time