

2018-19  
ANNUAL REPORT



**SATIN CREDITCARE NETWORK LTD.**  
*Reaching out!*



**BUILDING A DIFFERENCE  
TO MAKE A DIFFERENCE**

# CORPORATE INFORMATION

**Mr Jugal Kataria**

Chief Financial Officer

**Choudhary Runveer Krishanan**

Company Secretary and Compliance Officer

**Statutory Auditor**

Walker Chandio & Co LLP  
7<sup>th</sup> Floor, Plot No. 19 A, Sector 16A,  
Noida - 201 301, Uttar Pradesh, India

**Secretarial Auditor**

S. Behera & Co.  
Practicing Company Secretary,  
S-1/3 & 4, 1<sup>st</sup> Floor, Near Uphaar Cinema,  
Green Park Ext., New Delhi - 110 016

**Registrar & Share Transfer Agent**

Link Intime India Pvt. Ltd.  
(For Equity and Preference Shares)  
Noble Heights, 1<sup>st</sup> Floor, Plot NH 2,  
C-1 Block, LSC, Near Savitri Market,  
Janakpuri, New Delhi - 110 058

Karvy Fintech Private Limited  
Karvy Selenium, Tower- B,  
Plot No. 31 & 32, Financial District,  
Nanakramguda, Serilingampally Hyderabad  
Rangareddi TG - 500 032

**Debenture Trustees  
(Non-Convertible Debentures)**

Axis Trustee Services Limited  
2<sup>nd</sup> Floor 'E', Axis House,  
Bombay Dyeing Mills Compound,  
Pandurang Budhkar Marg,  
Worli, Mumbai - 400 025

Catalyst Trusteeship Limited  
213, 2<sup>nd</sup> Floor, Naurang House,  
21, Kasturba Gandhi Marg,  
New Delhi - 110 001

IDBI Trusteeship Services Ltd.  
Asian Building, Ground Floor,  
17, R. Kamani Marg, Ballard Estate,  
Mumbai - 400 001

**Banks**

Abu Dhabi Commercial Bank

Andhra Bank

Axis Bank Limited

Bandhan Bank Limited

Bank of America

Bank of Bahrain & Kuwait

Bank of Baroda

Bank of India

Bank of Maharashtra

Bhartiya Mahila Bank

Canara Bank

Catholic Syrian Bank Ltd.

CTBC Bank Co Ltd

DCB Bank Limited

Dena Bank

Doha Bank

Federal Bank Limited

HDFC Bank Limited

ICICI Bank Limited

IDBI Bank Limited

IDFC First Bank Limited

Indian Bank

IndusInd Bank

Karnataka Bank Ltd

Kotak Mahindra Bank Limited

National Bank for Agricultural and  
Rural Development (NABARD)

Oriental Bank of Commerce

Punjab & Sind Bank

Punjab National Bank

RBL Bank Limited

SBER Bank

SBM Bank (Mauritius) Ltd

Shinhan Bank

Small Industries Development  
Bank of India

Standard Chartered Bank

State Bank of India

Syndicate Bank

The Hongkong & Shanghai Banking  
Corporation Limited (HSBC)

The Nainital Bank Ltd

The South Indian Bank Limited

Union Bank of India

United Bank of India

Uttkrash Small Finance Bank

Vijaya Bank

Woori Bank

Yes Bank Limited

**Financial Institutions**

Northern Arc Capital Limited

Fed Bank Financial Services Limited

Maanaveeya Development & Finance  
private limited

Mahindra & Mahindra Financial  
Services Ltd

Manappuram Finance Limited

MAS Financial Services Limited

Hero Fincorp

NABARD Financial Services Limited  
(Nab\bins)

Nabkisan Finance Limited

Hinduja Leyland Finance Limited

Indostar Capital Finance Limited

Shriram City Union Finance Limited

Tata Capital Financial Services Pvt.  
Ltd.

Urgo Capital Limited

**Contact Details**

CIN - L65991DL1990PLC041796

**Registered Office**

5<sup>th</sup> Floor, Kundan Bhawan, Azadpur  
Commercial Complex, Azadpur,  
New Delhi - 110 033, India

**Corporate Office**

Floor 1&3, Plot No. 97, Sector 44,  
Gurugram, Haryana - 122 003, India

Website: [www.satincreditcare.com](http://www.satincreditcare.com)

Contact No. +91 124 4715400/450/499

# A GLIMPSE INTO THE DIFFERENCE

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to view our report online

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### Forward-looking statements

This report may contain some statements on the Company's business or financials which may be construed as forward-looking based on the management's plans and assumptions. The actual results may be materially different from these forward-looking based statements although we believe we have been prudent in our assumptions.



# BUILDING A DIFFERENCE TO MAKE A DIFFERENCE

AT SCNL, WE BELIEVE THAT 'REACHING OUT' IS NOT MERELY ABOUT OUR GROWING PRESENCE, ACROSS INDIA. IT IS ALSO ABOUT EXTENDING OUR REACH TO THE VAST NUMBER OF FINANCIALLY EXCLUDED HOUSEHOLDS IN THE REAL BHARAT

It is about serving the unmet needs of India's hinterland, whose aspirations have hitherto remained ignored and unaddressed. It is about that differential which makes us build a difference across every facet of our business value chain. Which, in turn, helps us make a difference in the lives of those excluded masses, while creating an eco-system of value-led growth for each of our stakeholders.





**35 LAKH**  
people reached out  
(Consolidated as on March 2019)

We believe that by building these differentials, we are making a meaningful, long-term and tangible difference. A difference that is redefining the way India looks at the financial needs of the millions whose lives are inexorably linked with the future of the nation.

# A DIFFERENCE SHOWCASED BY...

## THE 1-BILLION MARK

This differential is also manifest in our faster-than-industry growth in the last five years – we posted CAGR growth of 37.3% from FY15 to FY19, as against industry growth of 25.6%. That we have been able to sustain our growth momentum despite the setback says a lot about the inherent strengths we have successfully leveraged through the years to overcome myriad challenges.

WHEN WE REACHED THE USD 1-BILLION ASSETS UNDER MANAGEMENT MARK AT THE CLOSE OF FY2018-19, WHAT WE NOTCHED WAS MUCH MORE THAN A NUMBER. IT WAS THE MARK OF A DIFFERENCE THAT MADE US DISTINCTIVE AND DOMINANT. IT WAS ALSO, IN SOME WAYS, THE FEATHER IN OUR CAP, WHICH WE CONTINUED TO MAKE BIGGER AND BETTER WITH EXCELLENT NUMBERS ON EVERY PARAMETER THAT DEFINES THE DIFFERENCE BETWEEN THE BETTER AND THE BEST.







**7,06,829**

Gross Loan Portfolio  
(₹ in Lakhs)



**1,44,804**

Revenue  
(₹ in Lakhs)



**80,555**

NII  
(₹ in Lakhs)



**3.1%**

ROA



**19.8%**

ROE



**99.50%**

Collection Efficiency



**28.49%**

CRAR



**40,02,167**

No. of Loans



**20,150**

PAT



# A DIFFERENCE UNDERLINED BY...

## **OUR DIFFERENTIATED APPROACH TO BUSINESS**

The excellence of our numbers underlines the success of our business approach, in which we have always striven to be differentiated and distinct. When we started our journey, back in 1990, to reach out to urban shopkeepers with individual micro loans, we were faced with the challenge of adopting a business model that went beyond just giving out loans. We needed a differentiated business approach that could help hand-hold these clients, and at the same time enable us to establish a strong foundation for the future. Today, we stand tall as a differentiated market leader in our business space.





### LENDING DIFFERENTIATION

Listed on NSE & BSE, SCNL has a scalable and sustainable business model, which continues to yield a track record of successful replication with industry leading repayments. Our business is based primarily on the Joint Liability Group model, enabling us to provide collateral-free, microcredit facilities to economically active women in rural, semi-urban and urban areas, who otherwise have limited access to mainstream financial service providers. We have successfully transformed our systems to carve a niche for ourselves in order to harness the massive opportunity provided to 35 lakhs low-income adult women in the group's existing states of operation.

We also offer loans to individual businesses and Micro, Small & Medium Enterprises (MSMEs), housing finance, product financing for the purchase of solar lamps, bicycles, as well as loans for the development of water connections and sanitation facilities.

**WE REMAIN FOCUSED ON DRIVING FINANCIAL INCLUSION, UNDERLINED BY OUR STRONG COMMITMENT TO ACHIEVING SOCIO-ECONOMIC PROGRESS OF LOW-INCOME COMMUNITIES.**



### Vision

- > To be a "one-stop solution for the financially excluded households at the bottom of the pyramid for all their financial requirements".
- > To be a "financial service powerhouse with a range of financial products designed and suited for the financially excluded community".

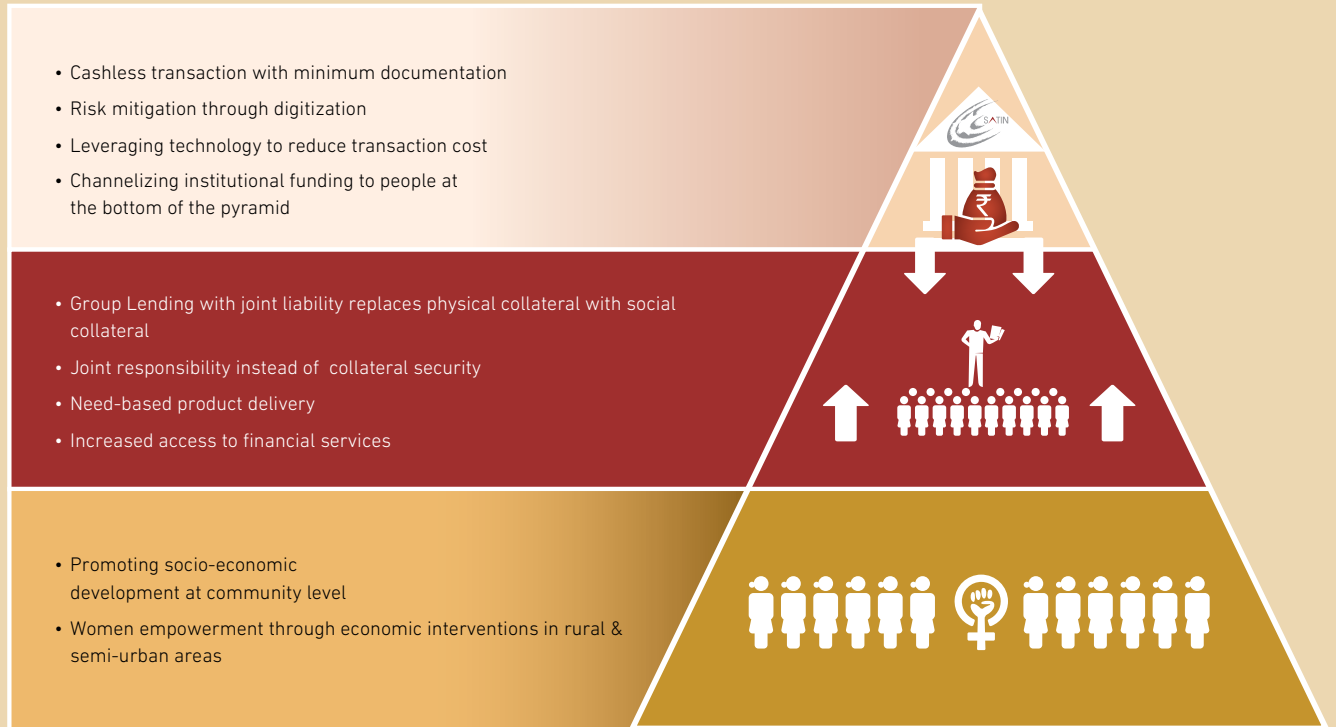


### Mission

- > To provide financial assistance to a large number of households which are excluded from the ambit of mainstream financial service providers, so as to enhance their livelihood and promote a productive environment.



## A BUSINESS MODEL WITH A DIFFERENCE (MICROFINANCE)



## DIFFERENTIATED STRENGTHS

Our differentiated business model enables us to reach out to our stakeholders more effectively, in many different ways. It makes SCNL India's one of the largest NBFC-MFI in terms of Gross Loan Portfolio.

## THE QUALITY DIFFERENTIAL

We are a ISO 27001:2013 certified company, committed to establishing a Gold Standard of Information Security best practices in the organization. Our robust Information Security Management System (ISMS) is designed to uphold information security and client confidentiality as an integral component of our business. It also ensures a high standard of security by our employees, supported by strong IT systems and processes throughout the organization.

