

Nedup Bhutia – my internship in Kolkata

February 2018



Rha Tshering (right) and me

Rha and I began our two month Internship in Ujjivan Small Finance Bank (USFB) with the motive of learning how the company functions and how it deals in social aspects and serves the community. I was given an opportunity to know about different departments at the beginning of my internship. I spent a week going around different departments and got to know the valuable information about the functions of different departments which gave me a clear idea about how different departments in Ujjivan Small Finance Bank functions. This was very helpful as I got to know about so many departments like Collective Social Responsibility, Operation, Credit, Audit, Vigilance, Administration, Strategy and Planning, Finance and Accounting, and many more.

I also got an opportunity to visit different bank branch as part of my exposure plan where I went out with different staffs of the bank to different centres (customer's house) to witness the collection process. This was the time I got to know what kind of customers Ujjivan deals with. I saw how the monthly EMI were

collected by CRO, how the loan form was filled, and all the inquiry about the loan was done on the spot. It was just amazing to see Ujjivan Small Finance Bank providing the undeserved and economically challenged customers of the bank, the doorstep facilities in different way. I had an opportunity to observe in the bank also where I saw customers coming to get loans and for other purpose as well. I saw how the loans were disbursed. In some of the bank branch I had an opportunity to interact with different customers in order to understand their views about the bank. It was a challenging for me as most of the customers did not understand Hindi (common language of India). However I enjoyed communicating with them and developed my communication skills.

In some of the bank branch I got an opportunity to attend Diksha Financial Literacy Program, Children Chiller Bank Program and Mass Screening where I had to help them physically in arranging the places, helping Ujjivan staffs in collecting the details of the attendees, giving them lunch, giving them knowledge about the bank and many such activities. The Diksha Program is a Financial Literacy Program that caters to the Urban and Semi Urban underprivileged and underserved women. It is considered to be one of the best financial literacy programs in India. The women who attain this Programs are women who have not attended any education or with very less education. They are taught through storytelling, role playing, games and various ways so that it will be easy for them to understand. They are taught skills like keeping a financial diary, tracking the income and expenditure, use of ATM cards and many more. This Diksha Financial Literacy Program is a five module program designed by Parinaam Foundation (NGO) and executed by the staffs of USFB. It was such a wonderful program to witness and give the customers knowledge in handling of money and give them ideas on different products of savings available in the bank.

Children Chiller Bank Program was also an effort of Paarnaam Foundation in partnership with USFB in order to help the children of urban poor and educate them about benefits of saving for future. This program was for a children age group between 10 to 17 years. This program was helpful for them as it taught them how to handle money. It enables them to become financially empowered citizens in the future. It taught them benefits of savings at such a young age. They also distribute saving box and chocolates to the children who attain this program and opened their bank accounts.

Mass Screening Program which was again a wonderful experience for me mainly focused on showing a movie "PAISON KI ABCD" in order to provide them with the basic knowledge of saving the money in bank, risk of keeping the money at home, educate them about the importance and benefits of bank account and influence the mind set of consumers

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regarding their misconceptions about banks. Many leaflets were also distributed and much knowledge was also provided by different staffs from the bank. Many bank accounts of the customers were also opened free of cost. It is a fantastic work done by Ujjivan Small Finance Bank and Parinaam Foundation to enlighten the attainers with the basic knowledge about the bank who do not have any ideas about bank. It was such a nice thing to see USFB helping the economically poor women and children by providing them loans and at the same time giving them financial knowledge.

I was also involved in learning about IC4 software of Ujjivan Small Finance Bank. I had to prepare a report on my learning about IC4 software and present to them. Getting an opportunity to learn about this software was a great learning for me. Indus Collection (IC4) is the software which helps in variety of collection process. It is the software product that emphasis on speed and flexibility, in tracking and recovering overdue (OD). It helps in tracking the OD customer and recovering OD payments. The system helps in higher recovery rates by providing accurate information to collectors and other users about the OD customers. Having prepared a report on my learning on IC4 software, I noticed that the software is of the major help for Ujjivan Small Finance Bank in keeping the track of OD customers. It was a great experience working on IC4 software as it enlightened me with the brief knowledge on the OD collection process and the software used by Ujjivan.

My experiences at Ujjivan Small Finance Bank have helped me gain a better appreciation to deal in social aspects. I have also developed my communication skills as I got an opportunity to communicate with different people from different background.

The opportunity to do my internship with Ujjivan Small Finance Bank which serves the citizen with both financial as well as in social aspects was also an incredibly enriching and educational experience. I have come to understand the unique practical challenges involved in implementing different financial programs like the Diksha Financial Program, Children Chiller bank program, and Mass Screening to women and children in a country where still many of the citizens are illiterate, economically backward and many such things. It is challenging to implement these program in country which faces such problems and where need of financial literacy is an important aspect. It's really encouraging to witness such program and learn from it.

Besides picking up social and communication skills and learning about the importance of Ujjivan Small Finance Bank, It was my first time experience in professional world and I have indeed gained a lot of knowledge about professional world. Being able to manage the time properly is one of the most important features of working world. Although I have learned in my school and hostel life about time management, in professional world was different. I had to report to the office on time and there was no excuse of delay. I had to handle my field trip, office work as well as my assignment in one go which was challenging. I learned how to manage my time. However the experience given to me by Ujjivan Small Finance Bank has helped me and given me a clear idea on how the working world works and it will surely help me for my future career. It has been a really fulfilling internship experience in Ujjivan Small Finance Bank. Not only I have gained practical knowledge and real life experience at work, but I have also managed to develop relationship with the staffs in office. I had never expected that it would be so satisfying and I was so fortunate to meet such a friendly and helpful staffs. The internship was also good to find out what my strengths and weaknesses were. This helped me to define what skills and knowledge I have to improve in coming time. The internship has motivated me to pursue a career in social science and help those in need.

Through this Internship, I have also gained a great deal of respect and admiration to all the Sponsors, Trust members and Volunteers of The Children of Sikkim whose incredible leadership and passion for helping educate children in need from Silkkim was a great source of inspiration for me. It is because of you people we have come so far. I feel so grateful for the time that I have spent in Sikkim Himalayan Academy, and getting an opportunity to go to Dr Grahams Homes and then to University. I look forward in helping others in future.

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