

Q4 (2017-18)

PRAGATI

EDITION 5

**Insurance secures both
family and portfolio**

Hear from the experts

**Technology connects us,
unites us**

amplifies our power

म्हारो घर
Rajasthan
The Spirit of Our Team

**There is no force
more powerful than
a woman determined to rise**
Aavas celebrating Women's day



THE SECRET TO SUCCESS IS
WORKING TOGETHER

म्हारे घर
Rajasthan
The Spirit of Our Team



Jaipur

TALENT WINS GAMES, BUT TEAMWORK
WINS CHAMPIONSHIPS

म्हारे घर
Rajasthan
The Spirit of Our Team



Bikaner

WE ALL CAN WORK ALONE, BUT UNITED
WE WIN

म्हारे घर
Rajasthan
The Spirit of Our Team



Udaipur

IN TOGETHERNESS,
CASTLES ARE BUILT

म्हारे घर
Rajasthan
The Spirit of Our Team



Chomu

TEAMWORK DIVIDES THE TASK AND
MULTIPLIES SUCCESS

म्हारे घर
Rajasthan
The Spirit of Our Team



Chittorgarh

Aavas Rajasthan That Stands Today

Rajasthan, a land of Rajputana kingdoms, great warriors, historic battles, mystic romances and vibrant celebrations, is also the birthplace of Aavas. Now, it forms the very ethos of the state social fabric.

Aavas Rajasthan, follows with its epic tale of determination, commitments and a dedicated team including modest leaders. You have it all here. Its employees work in odd markets, towns and villages all over and make for an ideal work culture even today after 6 glorious years.

Today, Aavas has actually traveled to the remote market locations, approaching smaller segments with assessed income, trying to add happiness in their lives. Since its inception in 2011, **38 branches** have been opened so far in the city of Marwar (Jodhpur), Bikaner, Mewar (Udaipur), Alwar and Dhundar (Jaipur).

It has reached everywhere from the sparkling dunes of Bikaner to the rich cultural Shekhawati belt of Sikar and Hadoti (Kota) where resources pooled-in to form Aavas Rajasthan. Be it the magnificent branches in Jaipur, the gushy ones in Udaipur markets or the textile hub of Bhilwara, we have registered our presence everywhere.

Now the branch network has expanded to **82** from a first-year volume of **17.83 Cr. (12-13)** to a whopping **884.51 Cr. (17-18)** and still counting. Here, the emerging Branch Heads ensure customer walk-ins every day. Aavas has customers all over who wish to fulfill their dreams while others come after realizing their need of luxury and comfort.

Its manpower in Rajasthan has grown from **91 to 1625** employees as of 31st March. The journey was quite an uphill task for the employees had to work in the remote markets and touch basing gray areas. The gray areas covered properties from an unconverted agriculture land to a regularized development authority and society patta to gram panchayat patta were targeted.

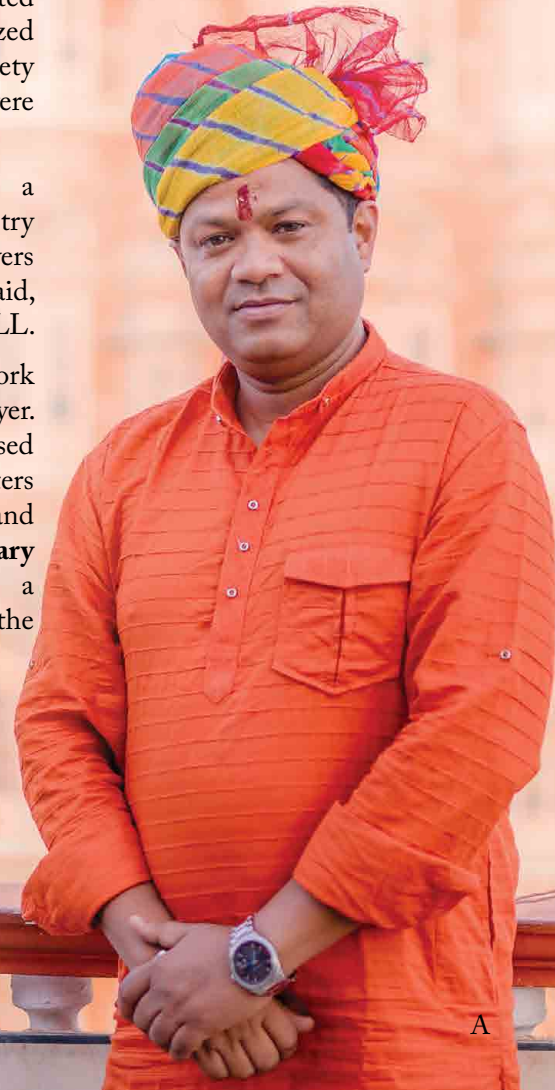
This was the beginning of a revolution in the mortgage industry where many other organized players too started, but as it is rightly said, **THE WINNER TAKES IT ALL.**

Aavas spread its branch network aggressively as a steady player. Its count of FOS increased tremendously and small clusters were formed where focus and customer service **were the primary drivers.** Further, it became a phenomenal **stimulant** within the

industry. The customer database grew from **1174 (12-13)** to **13243 (17-18)**, showing its reach in all corners of Rajasthan.

While the distribution was spearheading in Rajasthan, disbursement became the main target with timely repayments and collection of overdue. Rajasthan team ensured that the flow from **3.87 Cr. (12-13)** came down to **1.84 Cr. (17-18)**, keeping the focus on the collection of instant bounces to maintain a healthy portfolio.

Arvin Jacob - Zonal Business Manager



TOGETHER EVERYONE ACHIEVES MORE

As you all know, Fiscal 2017-18 was a monumental year for Aavas. We have achieved an all-round outstanding performance in terms of Assets Under Management (AUM) growth, profitability, customer acquisition, and more importantly, its portfolio quality.

The remarkable performance is, undoubtedly, a great team effort with a Supervisory Board being the guiding light at all junctures. The extraordinary management-led field soldiers are forever prepared to surmount any challenge thrown at them.

Now, after achieving such heights, we cannot afford to sit back and relax in this era of stiff competition. Aavas needs to ponder over the ways to sustain and accelerate this hyper-profitable growth momentum.

I believe the continued success is largely dependent upon fighting and winning the war for talent - attracting, developing and retaining high quality talent. How to work together will determine whether Aavas, as a team, succeeds or fails.

As someone rightly said, "Every Rolls-Royce is a car, but every car is not a Rolls-Royce". Similarly, every team is not a high-performance team. All of us have experienced working in a dysfunctional team at some point of time and can vividly recall our worst moments there. So, it is important to understand what people do to build a highly cohesive and effective team. A team in which everyone feels motivated and looks forward to coming to work every day.

Teams do not operate in a vacuum, and hence, well-intended but misaligned actions can inadvertently lower the team morale and sub-optimize its performance. It is a critical initial step in gaining alignment.

We need to know why we are here, what do we want to do and where is the next destination of the journey we have embarked upon as a team. The team without a clear purpose or goal is destined to fail. In the absence of goal clarity, we confuse activity with productivity and end up spending lots of time on things that do not matter.

Sometimes, a team has good clarity on its goals but without the right people to achieve the goal. Then, who should be on the bus and who should not board it - is the question. The right number of team players (neither less nor more) are needed with the right skill sets and well-defined roles.

A tough, but essential, call is to timely de-board those off who lack will or skill required for goal achievement. They may be unwilling or incapable of improving within a reasonable timeframe.

Teams quickly develop norms of the meeting, greeting, communicating, seating, deciding and executing even if they are not explicitly discussed and agreed. The team norms are essential rules of the game and they play

a key role in allowing or blocking people from performing their best. These are usually unwritten and unsaid but have a strong influence over team member's behavior and hence, greatly impact team cohesiveness and performance.

We need to proactively identify the norms that team performs better with and encourage the members accordingly. We also need to know what hinders team success and discourage it.

A high degree of commitment to achieve team's goals, plans, roles and norms is another key ingredient of an effective team. Such team has high levels of commitment, where the members play hard, adhere to norms and contribute to success in the best way possible.

Team members are likely to put their best foot forward if they have a compelling mission aligned with their values. Getting team members involved in the creation of team goals, roles and norms also fosters a higher level of commitment and ownership.

When all the above aspects are aligned, high performance follows. It truly echoes the word TEAM - Together Everyone Achieves More.

“

*Coming together is a beginning.
Keeping together is progress. Working
together is success.*

— Henry Ford —



From the Desk of Head-Collections
Surendra Sihag

07

Financial Highlights

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Impacting Lives. Spreading Hope.
52,000+ Smiles Disbursed

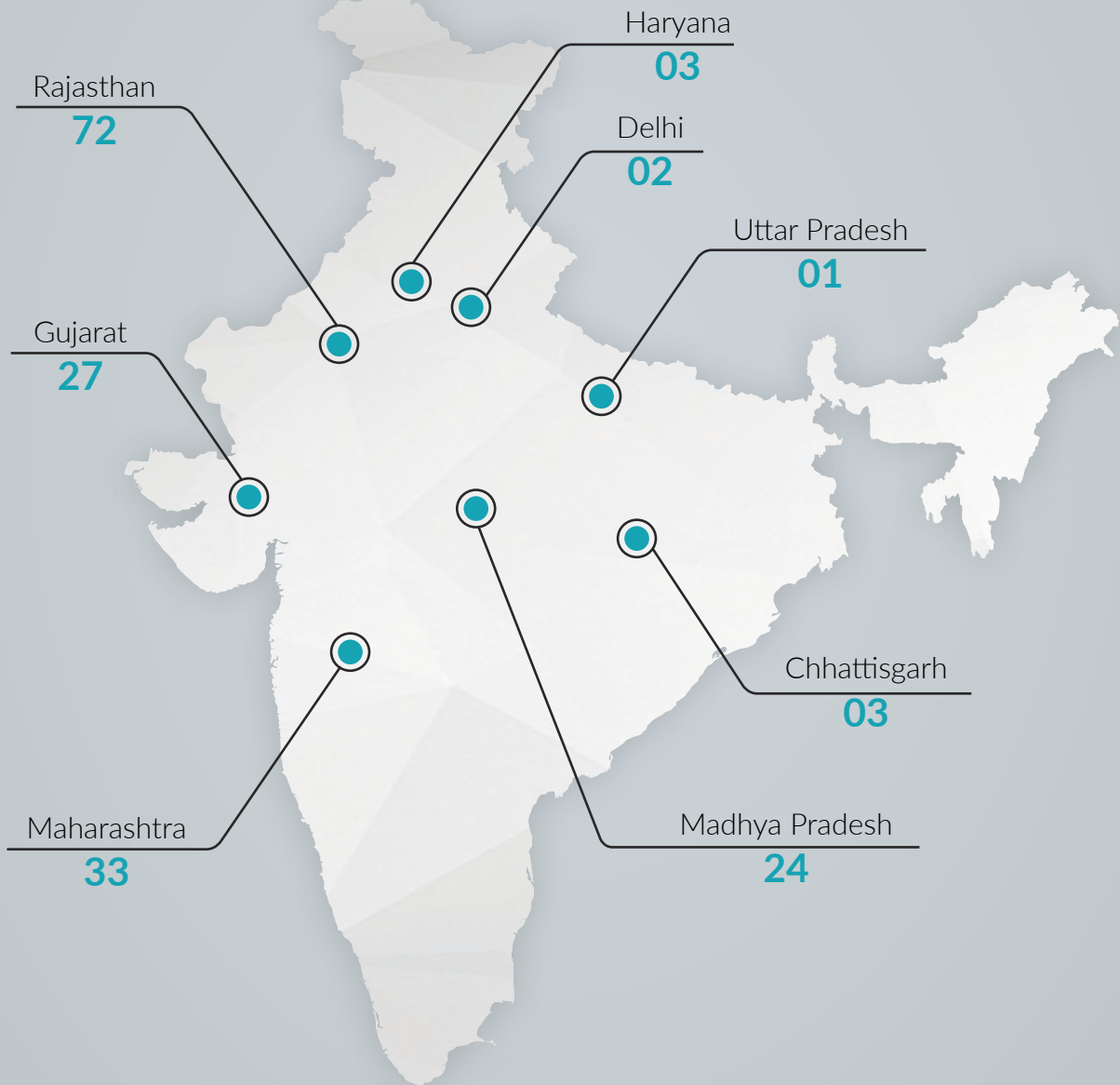
Financial highlights for the Year 2017-18

	Loan Disbursement	>	Rs. 2051 Cr.	Growth 47%
	Loan Asset	>	Rs. 3172 Cr.	Growth 49%
	AUM	>	Rs. 4073 Cr.	Growth 51%
	Total Income	>	Rs. 457 Cr.	Growth 50%
	Profit After Tax	>	Rs. 92.9 Cr.	Growth 61%
	Number of Branches	>	165	Growth 76%
	Number of Fresh sanctioned and disbursed cases	>	23772	Growth 50%
	Number of Employees	>	1862	Growth 98%

Gross NPA **0.34 %**

Net NPA **0.26%**

EXPANDING OUR HORIZON TO 2 MORE STATES 165 BRANCHES AND COUNTING





26 BRANCHES ADDED



RAJASTHAN

Suratgarh | Chirawa | Rawatsar | Sangaria | Didwana | Malpura | Jalore | Nawalgarh | Dungargarh | Chhabra | Nimbahera

MAHARASHTRA

Karad | Chiplun



GUJARAT

Bayad | Dholka (Ahmedabad) | Kadi | Halvad | Navsari

MADHYA PRADESH

Betul | Dhar | Sehore | Gwalior | Harda | Agar Malwa | Barwani



CHHATTISGARH

Bilaspur

Q4 BEST BRANCHES

JANUARY



Jaipur Diamond Tower
Category A



Hadapsar
Category B



Dausa
Category C



Botad
Category D

FEBRUARY



Jaipur Mansarovar
Category A



Hadapsar
Category B



Taranagar
Category C



Sujangarh
Category D

MARCH



Jaipur Diamond Tower
Category A



Sikar
Category B



Nokha
Category C



Botad
Category D



Each one of our 165 branches worked hard to achieve the targets assigned, but only one must shine. The accolade for “The Best Branch” for Q4 goes to Botad.

In terms of Business Volume, the branch pulled a Target Achievement of 246% and a total score of 6.60 in this category. In terms of “Delinquency”, the branch achieved a score of 1.20 and 1.10 in NPA and Bounce Rate in the last 12 months respectively and a total score of 11.

Botad has shown a massive boost in performance and execution of the best work ethics for Q4 and we congratulate them for this.



NEW JOINEES



Ashish Bakliwal
Assistant Vice President
Jaipur-Mansarovar Office
CREDIT



Sachin Khanna
Assistant Vice President
Udaipur
SALES



Harish Saxena
Assistant Vice President
Jaipur-Mansarovar Office
CREDIT



Aastha Gupta
Assistant Vice President
Jaipur-Mansarovar Office
HR



Mrigendra Pratap Singh
Deputy Vice President
Jabalpur
SALES



Parimal Bajpai
Senior Manager
Jaipur-Mansarovar Office
IT



Vijay Sethi
Deputy Vice President
Jaipur-Mansarovar Office
HR

OPERATIONS AT AAVAS

Team Operations, OPS as we call it, has taken several initiatives under the leadership of Mr. Rajeev Sinha – Head-Operations. From digitalizing and simplifying the entire disbursement process, which resulted in reducing the disbursal TAT to taking customer services to newer heights. It has shown tremendous improvement in retention and even in identifying new cross-selling opportunities, hence, adding to business. This team also ensured major cost saving on part of the company.



Rajeev Sinha, Head-Operations

- Four Pillars: Loan Life Cycle Management weaved over Customer Centric Processes controlled with 4 Eyes Concept and Optimized through Technology
- 50% transactions incremental volumes managed with same manpower with internal customer survey of 98% satisfied customers onboarded – over 6 Lacs transactions handled with NIL manpower increase
- Striving for a robust and advanced operational model with cost optimization relying on technological convergence and improvements for better and smoother delivery
- Strategic agility challenging status quo and delivery focus as the key mantra



Aavas Plus

Identifying Cross Sell opportunity and weaving a straight through simplified work flow for creating a capability of product proposition; which can be disbursed in 24 hours window. Rs. 32 Cr. business in practically 15 working days' time.

E-Disbursement through Digital Platform

A breakthrough technological disruption within the disbursement processing; which created a seamless scan based disbursement flow across branches with Credit, Legal, Technical, Risk & Operational Controls. This created a capability in building every active branch a Disbursement Hub – 140 active branches and 74% volumes serviced through this model. Resulted as the key driver for 7 PM cut off across branches and consistent disbursement across the month – finally towards the 10 days disbursement delivery to the customer.

Welcome Letter through Email

Welcome letter to customers sent across through emails; ensuring a seamless and automated flow, thereby reducing the cost of stationery and courier.

Document Management System

Creating an automated tool for tracking the files and property papers from branch level till storage. Managing entire storage activity through this initiative; which includes storage and retrievals both. Eliminated XL tracking and person dependency and plugged any data leakage opportunity.

Payment Gateway

Creating an alternate payment solution for Aavas customers; where dues can be paid at the click of a button using the Net Banking & Debit Card option.

PLR Reduction

First ever PLR reduction managed in Aavas' history; where the PLR was reduced to 155 basis points across the Floating Rate Portfolio. Benefit passed on to approx. 10K Aavas customers with rates reduced.

Retention

Creation of dedicated retention desk in HO Jaipur, to filter our POS erosion from the system. In the financial year 2018, Rs. 134 Cr. business saved with Rs. 1.58 Cr. fee collected. Last two financial year retention volumes were Rs. 20 Cr. only.

Online Transfer of Disbursement Proceeds

Optimized online transfers in place of physical cheques issued for disbursement purposes. From 2% in April'17 – the online transfer percentage rose to approx. 55% for all loans and more than 80% for subsequent branches. Faster delivery and elimination of paper - stationery management.

Quality Desk within HO Jaipur

Faster and quick quality checks on disbursements on few critical parameters at T+1 (T being Disbursement Date) – Rate, Rate Method, Tenure, LTV, FOIR, Property Address, etc. This has led to minimal audit observations in these areas post the tracking happens

Alternate NACH Set Up with IDFC

Creating a backup for repayment support bank with IDFC. Earlier this was only with HDFC, with this, the backup creation has happened for smooth, business continuity in repayments which is the most critical area of operations.

E-NACH

Another technological disruption thought of and pilot tested through Kotak. With this the NACH registration would get initiated from POS – Point of Sale, which is branched and thereby giving us a cushion in registration TAT. Also, with this the existing bandwidth to be optimized within branches – with seamless and proactive repayment registration process.

Centralized Charges Collection

Collection of Rs. 80 Lacs in charges within the financial year 2018 was purely on centralized processing, without any cost and impacted bottom-line with the value.

OPERATIONS AT AAVAS

SN	List of Activity	Category	Impact
1	Aavas Plus	Business	Simplification of product and workflow for creating new product line 1087 cases/Rs. 32.44 Cr. business in STP mode
2	E-Disbursements through digitization platform	Re-engineering	140 branches/approx. 74% volumes managed through this model
3	Welcome letters through emails	Re-engineering	45% welcome letter through emails - enhancement and cost saving
4	DMS - Document Management System	Re-engineering	Automated workflow to track inward, scanning, storage, retrievals with automailers
5	Payment Gateway	Re-engineering	Creating alternate payment option for Aavas customers
6	PLR reduction in system	Enhancement	First PLR reduction in Aavas executed - benefit passed on to 20k Aavas customers
7	Retention	Control	Rs. 135 Cr. retained this FY - with Rs. 159 Lacs fee collected
8	Online transfers of disbursal proceeds	Control	55% through online mode - 80% plus online in subsequent
9	Risk modelling for e-disbursements	Control	Creating a framework of risk mitigation for the e-disbursement platform
10	Quality monitoring: Tenure, Age, Property, Address, FOIR	Control	T+1 quality check on disbursals
11	Alternate NACH set up with IDFC	Control	Creating another support bank for Aavas
12	E-Nach	Re-engineering	Automated NACH registration capability - for initiation at branch end - saving TAT and optimizing efficiency
13	Centralized charges collection	Re-engineering	Collected Rs. 80 Lacs through centralized presentations – directly impacting bottom line without any cost involved

CLSS SUBSIDY SCHEME

Scheme Guidelines and Policy Snapshot

Sr. No.	Details	EWS	LIG	MIG I	MIG II
1	Household Annual Income (Rs.)				
	Min.	0	3,00,001	6,00,001	12,00,001
	Max.	3,00,000	6,00,000	12,00,000	18,00,000
2	Income Proof for Claiming Subsidy	Self Declaration Affidavit	Self Declaration Affidavit	As Per Company Policy	As Per Company Policy
3	Property Carpet Area (sq.m.) Upto	30	60	120	150
4	Property Location	All Statutory Towns as per Census 2011 will be eligible for this			
5	Applicability of No Pucca House Clause	Not for renovation/upgradation		Yes	Yes
6	Woman Ownership/Co-ownership	Not for existing property Required for new acquisition		No	No
7	Due Diligence Process	As per the process of the Primary Lending Institution			
8	Eligible Loan Amount	As per the policy applied by the Primary Lending Institution			
9	Identity Proof	As per Norms- Aadhar to be insisted	As per Norms- Aadhar to be insisted	Aadhaar No.	Aadhaar No.
10	Housing Loan Sanction and Disbursement Period				
	From	17.06.2015	17.06.2015	01.01. 2017	01.01. 2017
	To	As Specified	As Specified	As Specified	As Specified
11	Interest Subsidy Eligibilities				
i.	Loan Amount (Rs.) Min.	0	0	0	0
ii.	Loan Amount (Rs.) Max.	6,00,000	6,00,000	9,00,000	12,00,000
iii.	Loan Tenure (Years) Max.	20	20	20	20
iv.	Interest Subsidy (% p.a.)	6.50	6.50	4.00	3.00
v.	NPV Discount Rate (%)	9.00	9.00	9.00	9.00
vi.	Max. Interest Subsidy Amount (Rs.)	2,67,280	2,67,280	2,35,068	2,30,156
12	Loan Category at the time of crediting the subsidy	Standard Asset	Standard Asset	Standard Asset	Standard Asset
13	Quality of House/Flat Construction	As Per Policy	As Per Policy	As Per Policy	As Per Policy
14	Approvals for the Building Design	Compulsory	Compulsory	Compulsory	Compulsory
15	Basic Civic Infrastructure (water, Sanitation, sewerage, road, electricity etc.)	Compulsory	Compulsory	Compulsory	Compulsory
16	Default Repayment of Loan	Recover and Pay back subsidy to NHB on proportionate basis	Recover and Pay back subsidy to NHB on proportionate basis	Recover and Pay back subsidy to NHB on proportionate basis	Recover and Pay back subsidy to NHB on proportionate basis

CLSS SUBSIDY DISTRIBUTION



Baroda Branch



Bikaner Branch



Kuchaman Branch

पीएम आवास योजना में सब्सिडी चैकों का वितरण



बीकानेर में पीएम आवास योजना के तहत चैक वितरित करते हुए।

राजीव जोशी

बीकानेर, (पंजाब केसरी): प्रधानमंत्री की महत्वाकांक्षा प्रधानमंत्री आवास योजना के तहत निम्न एवं मध्यम आय वर्ग को आवास उपलब्ध कखाने में अग्रणी आवास फाइनेंसियर्स लिमिटेड की रानीबाजार शाखा की ओर से अपने ग्राहकों को सब्सिडी चैक वितरित किए गए। शाखा प्रबन्धक लक्ष्मीनारायण व्यास ने बताया कि लक्ष्मीदेवी को 2 लाख 18 हजार 872 रुपए, दीप्ति को 2 लाख 18 हजार 497 रुपए, कमलादेवी को 1 लाख 33 हजार 415 रुपए तथा सुमित्रा देवी को 1 लाख 56 हजार

774 रुपए का चैक उनके ऋण खातों में जमा किया गया। उन्होंने बताया कि निम्न एवं मध्यम आय वर्ग के ग्राहकों के लिए सरकार की इस योजना को स राहनीय बताया तथा कहा कि अन्य पात्र लोग भी आवास फाइनेंसियर्स लिमिटेड के माध्यम से इसका लाभ उठा सकते हैं। उन्होंने बताया कि ग्रामीण एवं शहरी क्षेत्रों में आमजन को कम ब्याज एवं सरल प्रक्रिया में ऋण उपलब्ध करवाना कम्पनी का ध्येय है। कार्यक्रम का संचालन अमित नारायण व्यास व योगेश रंगा ने किया। मिथुन पुरोहित, रमेश और रामावतार ने विभिन्न योजनाओं के बारे में अवगत कराया।

Coverage of Bikaner Subsidy Distribution in Dainik Bhaskar

Aavas imparted training on CLSS to 25 branches including 375 people

MILESTONE ACHIEVED

Kudos to the team to receive the subsidy for 343 cases under Bhopal State Government Scheme.

Congratulations!



RAJESH TIWARI
PORTFOLIO MANAGER

Hirdesh Yadav
Relationship Officer



Ankit Rathore
Relationship Officer



Radha Swami
Credit Officer



Pawan Patel
Assistant Business
Manager



Pradeep Sahu
Relationship Officer



Anant Bobde
Assistant Credit Manager



CLSS Knowledge Series Questionnaire

Q.1 What is PMAY?

PMAY stands for Pradhan Mantri Awas Yojna and its mission is to provide Housing for all by 2022.

Subsidies to be claimed for loans sanctioned in between 17th June 2015 to 31st March 2022.

PMAY can be applied via four separate verticals:

- In-Situ: Slum Development (ISSR) using land as a resource. Subsidy of Rs. 1 Lac to be disbursed per house and the subsidy can be directly transferred to the builder
- AHP-PPP: Affordable Housing in Partnership with Private Builders. A maximum subsidy of Rs. 1.5 Lac available per Economically Weaker Section (EWS) house and the subsidy can be directly transferred to the builder
- CLSS: Credit Linked Subsidy Scheme - More on this vertical in the communications to come
- BLC: Beneficiary led Construction or Enhancement. A maximum subsidy of Rs. 1.5 Lac per EWS house and the subsidy is directly transferred to the customer

Q.2 What is CLSS?

Credit Linked Subsidy Scheme can be extended to beneficiaries as per their annual family household income via interest subsidy on their home loans.

On the basis of Annual Family Income, CLSS can be categorized into:

- Economically Weaker Section (EWS)
- Low Income Group (LIG)
- Middle Income Group (MIG)

Q.3 What are the Basic Requirements for CLSS?

- Should be customer's 1st pakka home
- Female ownership is a must (individually or in joint ownership) for EWS & LIG categories

- Sanction date of the loan should be on or after 17th June 2015. For BT cases, loan to be taken over should be availed after 17th June 2015
- Should be customer's first time availing subsidy from the government for a home loan
- Aadhar Card is mandatory for availing subsidy for all family members
- PAN card is mandatory for annual income exceeding Rs. 6 Lac

Q.4 What is EWS?

EWS stands for Economically Weaker Section under CLSS and is determined as per annual income of households. The household should comprise of a husband, a wife and adult unmarried child/children.

- To be eligible for EWS category under CLSS- Family Income should be - Up to Rs. 3 Lacs
- Carpet Area should be - Up to 30 sq. m.
- The property should be owned by - Female (individual or joint)
- Loan Sanction Date - Post 17th June 2015
- Subsidized Loan Amount - Up to Rs. 6 Lacs
- Max Subsidy Amount - Rs. 2,67,280
- Interest Subsidy P.A. - 6.5%

Q.5 What is LIG?

LIG stands for Low-Income Group under CLSS and is determined as per annual income of households. The household should comprise of a husband, a wife and adult unmarried child/children.

- To be eligible for LIG category under CLSS- Family Income should be between - Rs. 3.01 – Rs. 6 Lacs
- Max. Property Carpet Area should be - Up to 60 sq. m.

- The property should be owned by - Female (individual or joint)
- Loan Sanction Date - Post 17th June 2015
- Subsidized Loan Amount - Up to Rs. 6 Lacs
- Max Subsidy Amount - Rs. 2,67,280
- Interest Subsidy P.A. - 6.5%

Q.6 What is MIG – 1

MIG stands for Middle-Income Group under CLSS and is determined as per annual income of households. The household should comprise of a husband, a wife and adult unmarried children. In case unmarried child/children have a different source of income, they will not be treated as part of the same family.

- To be eligible for MIG-1 category under CLSS- Family Income should be between - Rs. 6.01 – Rs. 12 Lacs
- Carpet Area should be - Up to 120 sq. m.
- The property should be owned by - Female (not mandatory)
- Loan Sanction Date - On or after 1st January 2017
- Subsidized Loan Amount - Up to Rs. 9 Lacs
- Max Subsidy Amount - Rs. 2,35,068
- Interest Subsidy P.A. - 4%

Q.7 What is MIG – 2

MIG stands for Middle-Income Group under CLSS and is determined as per annual income of households. The household should comprise of a husband, a wife and adult unmarried children. In case unmarried child/children have a different source of income, they will not be treated as part of the same family.

- To be eligible for MIG-2 category under CLSS- Family Income should be between - Rs. 12.01 - Rs. 18 Lacs
- Carpet Area should be - Up to 150 sq. m.

- The property should be owned by - Female not mandatory
- Loan Sanction Date - On or after 1st January 2017
- Subsidized Loan Amount - Up to Rs. 12 Lacs
- Max Subsidy Amount - Rs. 2,30,156
- Interest Subsidy P.A. - 3%

Q.8 How will CLSS benefit customers?

Interest subsidy is credited upfront towards the principle of the loan account of the customer through any Prime Lending Institution (PLI). This results in reducing EMI's, thereby making the housing loan cheaper for customers.

Keep in mind that...

- The loan tenure is not reduced or increased; only EMI's are reduced so as to make payments affordable for customers.
- Processing Fees is not deducted from customers; instead, it is refunded along with the subsidy.

Q.9 What can the subsidy be used for?

Subsidy can be claimed for end uses such as -

- Home or Plot Purchase
- Home or Plot Re-Purchase
- Home or Plot Extension
- Home Renovation or Construction

Subsidy cannot be claimed for REFINANCE and HOME EQUITY



AAVAS GURUKUL WEEKLY EDUCATION SERIES



Gurukul, Aavas' flagship training initiative, is proving to be very beneficial for its employees. It is resulting in an ever-improving workforce, quality and efficiency leaps and motivated employees.

To sustain this air of self-improvement, Gurukul has also initiated a regular dose of motivational write-ups which are mailed to all the employees of the company. These are little stories, telling about how people fought against odds. Often, these mass mailers also include bits of industry perspectives, housing sector insights and updates. To make these messages as accessible as possible, the mailers are sent in both English and Hindi.

The inspiration behind running these motivational series was to convey to everyone that 'Disability is just a state of mind'.

Last Quarter Highlights

6 people hired from Skill Academy

Prarambh held in Indore and Ahmedabad



10th March
Aurangabad
90+ Attendees



30th March
Srirampur
90+ Attendees



ROAD SAFETY

“ Making roads safer for everyone starts with you ”

Road Safety is one of the most vital concerns worldwide. In India, one death occurs every 4 minutes due to road accidents. To make the roads safer and build awareness about this critical issue, Aavas conducted an exclusive training session “Road Safety, Traffic Rules and Awareness Training Program” for employees in close collaboration with the Traffic Police of Jaipur.

On 19th February 2018, co-branded collaterals of Aavas and Jaipur traffic police were inaugurated by Mr. Ram Naresh and Mr. Ashutosh Atre marking the launch of the event. Smt. Shilpa Choudhary – RPS and Addl. DCP (S/E), Shri Sumer Dan Singh-TI (Education) & Smt. Indra Ahlawat- ASI, Jaipur Traffic police addressed the gathering along with other team members.

This initiative was successful in developing a basic understanding on the importance of road safety measures.

RISK SUMMIT

Like every year, Aavas conducted Risk Summit in January 2018 at Pan India Level to discuss the latest Home Loan industry fraud trends across India and further ways to curb and make Aavas zero penetration for fraudsters as an organization.

It was a two-day session addressed by HODs where they shared the expectation, vision and the importance of Risk department in the organization.

Mr. Sushil Agarwal (CEO) shared company policies, aim and primary vision of the company and his insights on Fraud and Risk. Mr. Ghanshyam Rawat (CFO) shared the mission and company goals in the years to follow. Mr. Ashutosh Atre (CCO) shared various aspects of Credit and suggested that Credit and Risk work hand in hand for the mutual benefit of the organization. Mr. Ram Naresh (CBO) appreciated the continuous efforts by Risk team to make the organization fraud-free from any intruders who are trying to play with the system.

The session was also addressed by Mr. Rajeev Sinha (Operations Head), Mr. Amit Dass (Technical Head), Mr. Manoj Sharma (Legal Head) and Mr. Avinash Kumar (CTO).

The session was concluded by Mr. Mukul Bhattacharya (Head of Risk Management) stating the importance of Risk as a department along with day to day challenges and rising expectations from the management.

The Summit was concluded on the second day with a felicitation ceremony and token of appreciation to the team for their valiant efforts and to continue the same in the years to come.



The Art of Winning Hearts & Minds

Simply offering a great product is not enough sometimes. Aware of this home truth, Aavas has always supplemented its customer-friendly financial products with perceptive marketing.

For the layperson, marketing evokes images of expensive ads and loud publicity. But for us at Aavas, it is only about connecting directly with prospective customers and communicating how we can help. The effort is not always at touting the brand name as that automatically comes with customer satisfaction. Marketing at Aavas creates interfaces, where all our stakeholders can come together and find new opportunities.

CANOPY

An easy and basic sales activity of setting up a canopy at busy locations/markets/RWAs where our segment lives or works was made compulsory and monitored. This activity was organised to assist and support new-joiners/RO to generate some business. Starting the activity from December 2017, we witnessed regular participation from nearly 40 branches with total of 6690 data collected. Out of which 346 numbers of leads were generated, with a disbursement of 9 cases until date amounting 84 Lacs. What's more? The pipeline for conversion is ready. This assisted us in creating a healthy demand funnel for us for the future. The activity was led by Mr. Nitin Jha.

For Canopy requirement and lead generation via Canopy activity get in touch with Mr. Nitin Jha: [7340058503](tel:7340058503) / nitin.jha@auhtm.in. We would love an increasing number of branches to join this campaign and make optimum use of it.



MCHI Badlapur

This event was supported by MCHI-CREDAI Kalyan Dombivili Unit. This exhibition was the 2nd Dream Property Expo of 2018, held in Badlapur. The event was marked by the presence of RERA-certified properties from the location nexus of Ambarnath-Badlapur-Neral-Karjat. An intriguing fact is that this event was the first-ever 'sales-themed' property exhibition. The slogan used was, 'Dream Homes ke Great Deals.' The exhibition was held on 9th, 10th and 11th March 2018, with nearly 40 builders participating. It helped us increase our visibility. The total footfall of the expo was 5078 nos., post centralised calling 74 leads were generated.



Road Show

The road show began in Maharashtra, covering Ratnagiri, Kolhapur, and Sangli (3 days for each location) commencing from 27th February to 9th March. With a fully branded Tata Ace and playing radio jingles, our anchor and sales team were all dressed smartly in our company T-shirts and caps. The routes were defined for all days with pre-planned spots to fetch more crowd and engage in activities/games and create higher awareness about our company and product. To top it all, we distributed leaflets and free gifts. Data collected from the activity was 3355 with 82 live leads in the process as of now.

This marketing undertaking was led by Nilesh Sharma. Every branch looking for localized and BTL activities can get in touch with Nilesh on [9116635532](tel:9116635532) | nilesh.sharma@aavas.in



Sheltrex (Builder) Activity

Sheltrex organised a sales event at their site in Karjat from 26th January to 28th January. The real estate developer sent out invitations to several lenders to set up their stalls at their site office during this timeframe. Sheltrex had extended its invitation to Aavas as well. We were present with an exclusive offer along with the 25 | Edition 5 | Pragati

facility of spot loan sanctions. The overall footfall was around 100-150 home-seekers during the event. We also set up a stall and located a place to display our hoarding. What's more, Sheltrex offered an additional discount of 4% for the employees of Aavas for booking during this period. This entire project was intended for affordable-segment customers, which is also our Target Group.



Aavas organised Builder's Meet on 11th March at Aurangabad- 15 Builders were part of it.

Khatu Shyam Ji

We participated in a Home Loan Mela from 22nd February 2018 to 24th February 2018 at the holy pilgrim spot known as "Khatu Shyam Ji." Nearly 4 lac visitors toured the temple during the Mela, which is organised each year in the same month. We supported the distribution of food packets to the visitors and provided them with basic and primary health check-ups. Also, tents were set up to provide accommodation to all those in need of lodging and boarding. With this, a tent was also arranged at the site where the deity is placed. Chomu branch has been participating in this Mela on a regular basis. Overall, we can say that this activity set a new benchmark when it comes to brand recall and brand recognition as all visitors generally enquired about the types of loans and loan products.





There is no point in offering a superior product if people don't even know you. Before a company can build loyalty among customers, they first need to build recognition. That is the function of branding. More than a mere service provider, good branding can turn companies into institutions, which are part of the culture.

Aavas has also made an extra effort to build a brand to match their capabilities. Our presence has gone beyond just points of sales and branch offices. The Aavas name has now been popping in various places, making our company a part of daily lives.

Address Plates

We had already given them the most important support of all-finance. But Aavas went a step further in our commitment to our customers, gifting them an address plate for their newly allotted affordable homes in Bhopal, which were financed by Aavas. Apart from bringing us closer to our customers, the address plate also acts as a symbol of Aavas' everlasting presence and a valuable brand extension. Rajesh Mishra was the man behind the idea and took required approvals from authorities to make this a success.



No Parking Signages

Aavas enforced the parking lot safety rules and regulations with 'No Parking' signs. 500 signs were placed at Ratnagiri, Kolhapur and Sangli respectively.



Wall Painting

Creating 5,000 square feet of coverage through a wall painting in 3 cities – Ratnagiri, Sangli and Kolhapur worked. A communication in Marathi language through this medium helped us to connect with the larger population which does not just know about us but also approached us on certain requirements.

All branding related or location specific requirements are to be shared with Ripudaman Rathore on 7340058753 or ripudaman.rathore@aavas.in



Sirohi Bus Stand

The bus schedule charts and signages at the Sirohi Bus Stand had become extremely rundown. Supposedly, the replacement was held up due to budgets. That is till Aavas stepped in, thanks to Sanjay Rawal, our Portfolio Manager in Sirohi. He realized that the opportunity was ripe for Aavas to gain visibility and communicated to the marketing team on exploring the same. It was a win-win situation for all- the Aavas team and the bus stand authorities. Now, Sirohi Bus Stand has brand new fixtures with the Aavas name, which brings so much joy and happiness imprinted on it.



Flanges

The network of associate suppliers we built during Samvaad have lately become representatives of the Aavas brand. We have provided each of our supplier partners with branded flanges for their shops. It includes the name of the shop, the Aavas brand communication and the specific phone numbers for Samvaad. This helps us to monitor leads through this channel and their further allocation for action on the same.



AAVAS on Autos

Chances are we all spend a few minutes each day trailing autos in traffic. And Aavas goes where the eyes are! Seizing the opportunity, Aavas has sponsored 30 branded rickshaws in Ratnagiri, Sangli and Kolhapur each. It is the perfect way to get potential customers' attention and curiosity even during the most boring parts of the day.



CONGRATULATIONS
to team
AAVAS



in one month is a great milestone

This quarter started amazingly with January approvals on loan being 3000 and ended with an astonishing number of 4600 approvals. Aavas is proud to have such a team!



The idol of prosperity

For a new start



Ganesha is the God of prosperity, good luck and success. In India, the Lord is worshipped before the commencement of almost every task. He is always worshipped first in all the rituals of Hinduism. In fact, Lord Ganesha is synonymous with the beginning of any work, whether a person is buying a new house or starting a new phase of life. Aavas wishes prosperity and happiness to all its customers while giving away handcrafted Ganesha idols to every customer as a token of love along with the disbursement cheque.

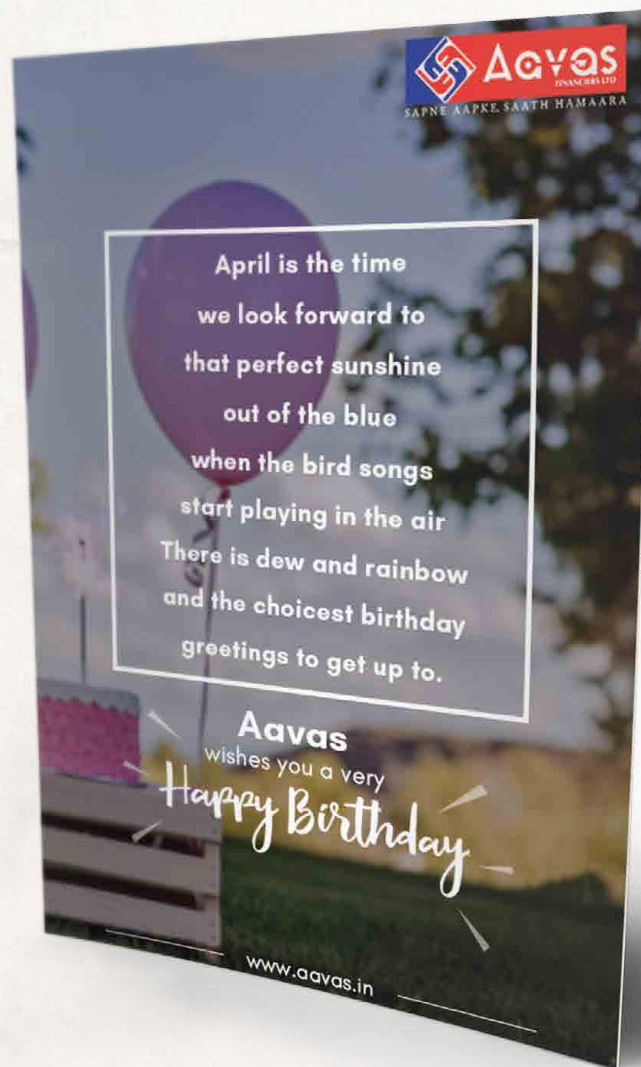
Wishes from Aavas

On your special day

People at Aavas believe in appreciating and caring for each other as a close-knit family. With this ideology, we move forward in the work environment where a sense of belongingness can be felt.

One of the special efforts made in this concern is sending out birthday greetings to each member of our family.

Every employee receives this in an e-mail on their very special day. Of course, a wish is always granted and hence, cherished. This compliments employees and makes them feel like an integral part of the family who are acknowledged and valued at their workplace.



MARCH Happy Women's Day

Celebrating Women Power

International Women's Day is celebrated with the objective of recognising the individualistic values of women in today's world. It honours their incredible struggles and power to create, nurture and transform.

To honour the women at AAVAS, the organisation celebrated this day by holding an event at its Head Office in Jaipur. The event was wrapped in a joyful and feminine themes. There was special attraction of a selfie booth where women came dressed in shades of Pink, Orange and Red. To make the event more entertaining and engaging, fun, interactive games and activities were planned.

The day was celebrated with equal enthusiasm at Aavas branches across India where individual desks were decorated and female employees were presented with customised chocolates as a special gesture. The effort was highly appreciated by all the invitees. Above all, the spirit of women was captured aptly to motivate them for progressing leaps and bounds in life.



We Were Appreciated



“It was amazing surprise by Mr. Ajees Nair and HR Team on Women’s day. Surprise and gifts were mesmerizing and so was our day. Thank you so much for all the love and respect showered by all of you.”

Darshi Parikh,
Credit Manager

“I’m so grateful to the team who has given such an amazing surprise on Women’s Day, beautifully arranged decorations and gifts. Heartful appreciation and thanks to the Aavas team for celebrating it so creatively and making the day so special for us.”

Padmaja Jadhav,
Senior Executive - Administration

“Women’s day surprise was really very good. We were not expecting anything like this. Decoration and gifts, each and everything was awesome.”

Ankita Mahida,
Disbursement Officer

“Would like to praise our organization for the initiative taken to celebrate the occasion of Women’s Day in each branch.”

Radha Swamy,
Credit Officer (Affordable)

CONFERENCE ON HFCs & NBFCs: THE GAME CHANGER

Aavas organized the Conference on HFCs & NBFCs: THE GAME CHANGER on 20th January 2018 at Hotel Clarks, Amer, Jaipur in association with PHD Chamber of Commerce and Industry. We were the title sponsor of the conference which was divided into two parts - special topics session and panel discussion.

CFO, Aavas, Mr. Ghanshyam Rawat addressed the audience through a 45 minutes' session on the topic - HFCs: On a growth trail. CBO, Aavas, Mr. Ram Naresh was the panel member on Housing Finance Companies to fuel Affordable Housing. Chairperson, Rajasthan State Finance Commission, Dr. Jyoti Kiran was the Chief Guest at this event. Senior Officials from RBI, NHB, SIDBI, Govt. Bodies as well as Builders & Developers were also present here.



AAVAS SHINES AT THE WORLD BANK WORKSHOP HELD ON 14TH MARCH, 2018

Aavas had the great privilege of being invited to present its business model at the joint World Bank – IFC workshop for lenders. It shed light on the lending structures for informal income groups in Jakarta, Indonesia on 14th March, 2018. The objective of the workshop was to bring lenders (banks, multi-finance companies, MFIs and others) across the country together to share the best practices on lending. It also discussed methods to increase the accessibility of housing finance for low and informal income groups.

At this prestigious meet of IFC and government officials from Indonesia, Aavas was the only HFC invited to showcase its strength. A presentation was also made to serve as an example on Aavas strategy to penetrate the affordable market segment in India covering the following areas:

- Strategy and Organizational Structure
- Underwriting and Servicing
- Digital Strategy
- Liability franchise

The presentation was an immense success and gained an overwhelming response from the audience regarding the Business Model of Aavas. The session with guests invited from Local Banks and Financial Institutions of Indonesia was highly interactive and thought-provoking. Our Chief Business Officer, Mr. Ram Naresh represented the organization to present our journey and interact with participants.



What does it take to be financially wise?

Tarun Chugh, MD & CEO, Bajaj Allianz Life Insurance

The other day I found my close friend's daughter looking fairly tensed; something of a surprise keeping her chirpy and 'happy-go-lucky' nature. The young lady was doing some serious work on 'how to be truly independent' and more critically financially 'not-so-dependent' on her folks. I was charmed by her wisdom. The young woman, who grew up with my kids, was thinking and planning ahead. Having spent most of my career in the financial sector, it was easy to guide her and get her started. And to her credit, it also prompted me to put down this note on what it takes to be financially wise.

Today's investors are more evolved than those whom I met when I got into this sector. Youngsters are looking for financial independence and want to enjoy the financial milestones they've invested towards. So some quick pointers to these young investors.

I'll start by **making savings, investments and expenses systematic**. One must try to invest and save first, before spending. It is a bit of a challenge keeping all the variables in mind. However, once you get into a habit, you'll not only enjoy it, but also find yourself financially placed better whenever you have a new life goal in mind.

With a little bit of planning, you will be able to know what financial goals you can invest towards and which ones could be achieved with options such as low cost EMIs. One could make wise investment decisions with several investment tools

that are **literally available on your finger-tips!** Spend some time online and you will be amazed at how helpful these tools are. They are simple to use and understand and are fairly detailed to ensure you have all the information you need to make an investment decision.

Emotions and finances do not go hand-in-hand. So, **play it cool**. Don't get carried away with your emotions while making a decision, especially a financial one. When you follow the mantra of investing before spending, then there is a possibility that your emotional spending will be limited.

Just as my customers, many of the investment solutions have also evolved. Life insurance, for instance, is now an investment of choice as it is all about **enhancing the living benefits**. The products are designed to be systematic, simple and convenient to help you enjoy the life goals you invest towards. The industry further customizes the investment options based on your financial personality. Hence, there are strong chances of finding a product best suited for you.

Finally, it's all about getting **the right guidance and help**. If you have a friend or family member who keeps his/her investments systematic, go and speak to them. You will have a set of financial milestones you'd like to cross, and there are great solutions out there. A little bit of planning and research will help you be financially wiser, and make the most of the solutions out there.



PRODUCT HIGHLIGHTS

LIFE GOALS. DONE.



Group Credit Protection Plus (Bajaj Allianz Life Insurance Co. Ltd.)

- Term plan on a group platform customized for our customers
- This plan provides financial protection to customer's family members on the untimely death of the customer. In case of events like death, customer's family members need not worry about repayment of loan
- Single Premium paying term plan
- Tenure: Minimum of 2 years to a maximum of 30 years
- Level cover Sum Assured
- Tax benefits as per existing tax laws
- High Sum Assured for a competitive premium in comparison to individual term plan
- Unlike other group policy which has to be renewed on yearly basis, this policy once issued remains in force for the term chosen
- Higher non-medical limits as compared to individual term plan
- There is no maturity benefit in this plan. The only death benefit is payable in case of death of the insured person
- Provided the member's cover under the policy has not been terminated, then, in the event of unfortunate demise of the member, the sum assured shall be paid. On the payment of the death benefit, all the risk covers of the customer shall be terminated

Eligibility Criteria

Entry Age

Minimum Age	18 years
Maximum Age	65 years
Maximum Age at maturity	80 years

Policy Term

Minimum Term	2 years
Maximum Term	30 years

Sum Assured

Minimum Sum Assured	Rs. 10,000/-
Maximum Sum Assured	Rs. 5,00,00,000/-

Medical Criteria for Policy issuance for Life Insurance

1. Non-Medical limit is based on insured's age and sum assured. For example, a customer above 50 years of age and requiring sum assured of Rs.1 crore and more will come under medical in case of Bajaj Allianz. This means the customer is not exempted from medical and has to undergo medical tests compulsorily for life insurance
2. For a 'Non- Medical (NM)' case, the policy can be issued without medical tests. On the other hand, a policy can't be issued without health check-up for a medical case
3. Medical facilities will be arranged by the insurance company and it's free of cost for the customer
4. The customer will have to visit a diagnostic centre as allocated by the insurance company for medical tests
5. The customer will also need to fill up and sign medical underwriting forms for such cases
6. Point to be noted here is that it is also applicable for customers who are in good health. If a customer is suffering from a disease, it should be mentioned on the insurance proposal form. The insurance company may ask this customer to undergo medical tests for life insurance irrespective of sum assured or age

Medical Criteria- Bajaj Allianz Life Insurance Co. Ltd.

AGE/Sum Assured	18-35	36-50	51-55	56-65
Upto 25,00,000	NM	NM	NM	NM
25,00,000 - 1,00,00,000	NM	NM	NM	Medical
1,00,00,000 - 1,50,00,000	NM	NM	Medical	Medical
1,50,00,000 - 2,00,00,000	NM	Medical	Medical	Medical
Above 2,00,00,000	Medical	Medical	Medical	Medical

NM: Non Medical Limit

All members (including those under NML) to submit Enrolment Form

Medical Tests:

MER: Medical Examination Report

A1: FBS + HbA1c + S.cholesterol+ HDL + Triglycerides + RUA + S. Creatinine + GGT

B1: LFTs (AST, ALT, ALP, S.Bilirubin, S.protiens) + CBC

C: HbsAg

EKG: Resting Electrocardiogram

CTMT: Computerized Tread Mill Test

D: HIV

SURRENDER VALUE

Under Single Premium option, the membership can be terminated at any time of the membership. The company will declare Special Surrender Value (SSV) and the higher of the Guaranteed Surrender Value (GSV) or Special Surrender Value (SSV) shall be payable.

The GSV (Guaranteed Surrender Value) = Guaranteed Surrender Value factor * Single Premium

Termination of the contract of insurance

The membership will automatically terminate:

- Upon the earlier occurrence of death of the customer
- Upon surrendering the membership
- The maturity date of the member's cover under the policy

SUICIDE EXCLUSION

If the life assured commits suicide, whether sane

or insane, within one (1) year from the date of commencement of risk, the contract of insurance shall be terminated by paying 80% of the premium paid whether or not any beneficial interest has been created therein. The validity of the contract of insurance will be determined in accordance with the actual date of death of the life assured and not the date of intimation of death.

Financial Underwriting

Financial requirements will be based as per the **Total Actual Sum Assured (TASA)**.

CALCULATION OF TASA:

1. Rated up Basic sum assured of the proposal under consideration.
2. Rated up Basic sum assured of all existing policies in force with BALIC under the current scheme
3. Existing/applied cover with other life insurance companies.

Total Actual Sum Assured (TASA) Financial Requirement

- Up to 2,00,00,000: Enrolment Form
- 2,00,00,000 to 3,00,00,000: Enrolment Form + CAM Sheet
- Above 3,00,00,000: Enrolment Form + CAM Sheet + Proof of Income



Aavas Special Initiative on Insurance Education of Employees

Aavas initiated insurance education after realising the need to spread awareness on the topic with a focused approach. The objectives were set in place and a series of mailers with information on insurance was shared with the internal teams. In this concern, the focus was laid on the need for loan protection cover and the way it works.

The credit and sales team undergoes a training beforehand to gain know-how on securing a loan portfolio. The objective behind this communication is to let the insurance benefits seep down to the customers along with the internal team as a tool for loan protection, also an underlying aim is to train the sales team on answering insurance-related customer queries while selling insurance.

LIFE INSURANCE NOS. 2017-18



Life Insurance Penetration (Overall)

Volume (% of cases)	98.63%
Value (% of loan amount)	1.21%

States >=1.5% LI

State	Life Ins % of Loan Amount
MH 2	1.79%
MUMBAI 2	1.76%
MUMBAI 1	1.69%
MP 1	1.60%
RAJ 4	1.53%
MH 1	1.52%
MH 3	1.52%
MP 3	1.52%

58 Branches >=1.5% LI

State	Branch	Life Ins % of Loan Amount
		
MH 2	Wardha	2.39%
		
RAJ 4	Gangapur	2.39%
MH 2	Chandrapur	2.28%
MUMBAI 1	Pen	2.03%
GJ 1	Bayad	1.99%
MP 1	Khargone	1.96%
MUMBAI 2	Thane	1.87%
RAJ 3	Sangaria	1.87%

58 Branches >=1.5% LI

State	Branch	Life Ins % of Loan Amount
MH 3	Aurangabad	1.77%
MP 2	Sehore	1.77%
MUMBAI 2	Virar	1.76%
MH 2	Durg	1.74%
RAJ 4	Pratapgarh	1.74%
GJ 1	Himmat nagar	1.73%
MH 3	Nasik	1.72%
MUMBAI 2	Badlapur	1.72%
MUMBAI 2	Kalyan	1.71%
MUMBAI 2	Vasai	1.71%
MH 1	Wagholi	1.70%
MH 2	Bilaspur	1.70%
MH 3	Jalgaon	1.70%
MP 1	Khandwa	1.69%
MP 1	Dewas	1.67%
RAJ 4	Chittorgarh	1.67%
MH 2	Nagpur	1.66%
GJ 1	Idar	1.65%
RAJ 2	Abu road	1.65%
MH 2	Amravati	1.64%
MP 1	Dhar	1.64%
MP 2	Sagar	1.64%
GJ 1	Dholka (Ahmedabad)	1.63%
RAJ 1	Bundi	1.63%
MH 1	Pune	1.62%
MP 2	Betul	1.61%
MP 3	Ratlam	1.60%
RAJ 3	Taranagar	1.59%
GJ 2	Boisar	1.80%
MUMBAI 1	Belapur	1.79%
MH 1	Ratnagiri	1.77%

PROPERTY INSURANCE NOS. 2017-18

49 Branches $\geq 0.5\%$ PI

Property Insurance Penetration (Overall)

Volume (% of cases)	88.05%
Value (% of loan amount)	0.32%

Property Insurance Penetration (Excluding Top Ups and Aavas Plus)

Volume (% of cases)	99.02%
Value (% of loan amount)	0.34%

States $\geq 0.5\%$ PI

State	Prop Ins % of Loan Amount
MH 2	0.63%
MH 1	0.62%
MP 3	0.53%
RAJ 4	0.52%

49 Branches $\geq 0.5\%$ PI

State	Branch	Property Ins % of Loan Amount
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GJ 1	Himmat Nagar	1.05%
GJ 2	Godhra	0.85%
GJ 1	Idar	0.84%
RAJ 3	Rawatsar	0.77%
GJ 1	Bayad	0.76%
MH 1	Hadapsar	0.76%

State	Branch	Property Ins % of Loan Amount
MH 3	Jalgaon	0.74%
RAJ 2	Bagru	0.74%
MH 1	Pimpri	0.71%
MH 3	Shrirampur	0.71%
MH 1	Chakan	0.70%
MH 3	Ahmednagar	0.69%
MH 3	Nasik	0.68%
RAJ 4	Gangapur	0.68%
RAJ 4	Banswara	0.66%
GJ 1	Dholka (Ahmedabad)	0.61%
MH 1	Satara	0.61%
MP 1	Khandwa	0.61%
GJ 2	Baroda	0.60%
GJ 3	Morbi	0.60%
RAJ 3	Suratgarh	0.59%
MH 1	Kolhapur	0.58%
RAJ 2	Balotra	0.58%
GJ 1	Palanpur	0.57%
GJ 3	Jetpur	0.57%
MP 3	Ratlam	0.57%
RAJ 2	Jaitaran	0.56%
MH 1	Ratnagiri	0.55%
MH 1	Sangli	0.55%
RAJ 3	Nohar	0.55%
MH 1	Karad	0.54%
RAJ 3	Anoopgarh	0.54%
RAJ 4	Begun	0.54%
RAJ 4	Rajsamand	0.54%
MH 1	Wagholi	0.53%
RAJ 3	Churu	0.53%
RAJ 3	Merta	0.53%
MH 1	Baramati	0.52%

CREDIT MEET



Customer experience is the next big competitive battle. It's where businesses are fighting for the top spot. A credit team meeting was held in Jaipur, where the team did a mock exercise for PD and took a step towards enhancing their customer engagement skills and also customer experience. The main agenda during the meeting was to ensure 10 days TAT without compromising on the quality.

Approx. 90 team members from Rajasthan and Delhi NCR participated in this meet which was led by Mr. Ashutush Atre (CPO). The Legal and Technical aspects were discussed in detail by Mr. Manoj Sharma and Mr. Amit Dass respectively. Not just this, Aavas made sure to acknowledge and felicitate the credit managers who chased their targets and had an eagle's sharp vision when it came to spotting customer discrepancies. Certificates were distributed and the stories behind those cases were shared with the team.

NEW BRANCH HEAD MEET



New branch heads of Aavas were introduced to each and every team and their processes at the Meet.

Meet on 10th February 2018 at Hotel Souvenir Premier, Jaipur. They were welcomed and addressed by the CEO, CBO and CCO and the heads of every department. They were given a brief understanding of how all the teams at Aavas work together and support each other.

After all, an extensive immersion into the company's culture and working make the new person comfortable.

AAVAS IN THE NEWS

Market Mind - Mudar Patherya appreciated Aavas in one of his article published in Business Standard on 6th March 2018.

An answer to India's banking crisis

Sorry, no tips this time.

Let me report that my travels took me to a company that may well be the answer to the country's banking crisis.

Aavas Financiers is a mortgage financing company with contrarian strains which are immediately visible;

Most would have assumed that an NBFC (non-banking finance company) of its kind would have been headquartered out of Mumbai; Aavas is based in Jaipur. Most would have assumed that a company about a half a decade old would still be climbing the learning curve; Aavas has already emerged as a micro case study. Most would have assumed that Aavas would be barely matching the sectoral growth rate (low double-digit percentage); the company is reporting 5x that number.

Aavas is turning heads in the country's mortgage financing space because it selected to do business in a different way.

The first discernible difference is that Aavas stopped the practice of announcing annual top line business targets. Most would have dismissed this as culture-destroying ('How will employees drive themselves?'); Aavas stated that such a



MARKET MIND

MUDAR PATHERYA

target was divergent with its stated philosophy of enhancing customer value ('Where is the customer's priority in our corporate target?'). Aavas replaced the conventional top line metric with a service metric instead: A turnaround time in completing a customer transaction — query to disbursement — within 'x' days at a

time when the company was at 3x its enunciated target. Aavas explained how this sequence would translate into a virtuous cycle: The faster it disbursed, the more delighted the customer would be, the better the reference to others, the stronger the customer accretion and quicker the revenue growth.

Aavas turned the screw tighter: It linked the achievement of this turnaround time with the performance of each employee including individual bonuses and promotions. The organisation moved from 'Saab, kaisey hoga?' to 'if we implement idea 'A' we may be able to save three hours.'

Now that it was aligned on the same strategic page (cause-driven as opposed to result-derived), the company articulated its next objective: Generate 75 per cent of business in any month in the first three weeks compared with the existing

75 per cent in the last four days. The disadvantages of the latter: There was a danger of volumes prevailing over book quality; there was the danger of the 'chief credit officer' evolving into the 'chief marketing officer' under pressure from colleagues. What transpired was a conscious realignment initially slowed throughput, then revived with the desired spread-out.

The third dramatic Aavas transformation was something that most doubted would ever be effective: a conscious 'switching off' of the entire IT system at 7 PM each evening, which meant that all work would have to be completed during business hours. One would have feared work spillover; surprisingly, productivity spiked and work-life imbalance corrected.

One would have considered these changes to be academic but for two numbers: Aavas expects to grow its loan book more than 50 per cent this financial year and cap its non-performing assets at 0.5 per cent.

By combining both, Aavas has demonstrated that it is possible to grow rapidly without compromising asset quality.

Isn't that what the country's banking systems need anyway?

The author is a stock market writer, tracking corporate earnings and investor psychology to gauge where markets are not headed

MONSOON MAGIC WINNERS



Bike
Worth of
60K

Hemant Kasera, RO
APF (Rajasthan)



Bike
Worth of
60K

Narendra Vyas, RO
Bikaner



Bike
Worth of
60K

Prem Prakash Satsangi, RO
Delhi - Rajendra



Bike
Worth of
60K

Dharamveer Singh, RO
Jaipur Diamond Tower



Bike
Worth of
60K

Umesh Kumar Saini, RO
Sikar



Bike
Worth of
60K

Nikunj Kantil Vasava, RO
Surat



Alto
Car

Gautam Jangir, BSM
Jaipur Traditional

THE SUPPORT OF AN EXTENDED FAMILY

Aavas family contributed and together extended support to an employee's family in the difficult time of crisis. This was in the memory of our ex-employee working with the Virar branch.

RO Sunil Khatri passed away last month in a bike accident that broke the hell loose on his family. The family includes his wife and a 17-year old daughter. The management decided to release 50,000 rupees as a sum to his family members under the staff welfare expenses. In the process, the HR team (Jaipur) provided much help required to the deceased's wife in the form of information about policy and process of the provident fund and final settlements. Apart from the compensation by senior management, all individuals also contributed as a team. Mr. Vineet and Mr. Sunil Chavan handed over the token of welfare in the form of a compensation cheque to her. The solidarity that the company employees expressed in pooling a fund contribution for the immediate loved ones of the deceased is to be rarely seen. It is a matter of pride to be associated with such a team at Aavas.



Rang De



AAVAS collaborated with Contree (NGO) this year on 24th February to work for the welfare of society. This was undertaken on a platform which allowed NGOs to carry out voluntary engagement activities. These activities were for public engagement that happened through covering their interests for the development of society.

“Rang de!” was one of the projects introduced by Contree to allow citizens to pick up urban civic places voluntarily for beautification. Aavas participated in this initiative through wall decoration of the Head Office parking area. On 24th February 2018, its employees successfully painted two walls around the headquarters. In turn, they were awarded certificates for this voluntary work by the Mayor of Jaipur as a token of appreciation.

This campaign was widely covered in the social media.



Day of Giving



All employees of Aavas Financiers came together to celebrate the “joy of giving” during the most auspicious time of the year: Sankrant. We gathered together to do something beneficial for the people who were a “little less” privileged. We all tried to make their lives a “little better.”

All were invited who wanted to experience the joys of making others happy and to celebrate life. Members were encouraged to donate in kind any of the things mentioned below, so that they could distribute them on 14th January.

- New Blankets or used winter clothes in good/ wearable condition
- Eatables – Rice, Wheat flour, Biscuits, Gajak, Cooking oil, etc.
- Consumables – Bathing soap, Washing power/ soaps, Toothbrushes, Toothpaste, etc.
- Books, Toys, Pens, Pencils, Slates and other Stationary Items

Everyone’s donation was greatly appreciated and was used to make the world a “little better.”



*“We make a living by what we get.
We make a life by what we give.”*

- Winston Churchill

WE SECURE THE DREAMS



प्रकाश सोनी ने विजय नगर शाखा से नवम्बर 2016 में 15 लाख रुपये का ऋण लिया था। नवम्बर 2017 में उनका निधन हो गया। उनकी अचानक हुई मृत्यु परिवार के लिए बहुत ही दुर्भाग्यपूर्ण घटना थी। वह अपने परिवार के सबसे ज्यादा कमाने वाले सदस्य थे। उनकी मृत्यु परिवार के लिए भारी भावनात्मक और वित्तीय क्षति थी। बकाया ऋण को चुकाना उनके लिए एक बड़ी देयता थी।

लेकिन सौभाग्य से स्वर्गीय प्रकाश एन सोनी ने अपने ऋण को कवर करने के लिए ऋण सुरक्षा बीमा लिया था। इस बीमा के कारण उनका बकाया ऋण चुक गया है और उनके परिवार को मन की पूर्ण शांति मिली है।

अब कल्पना कीजिए अगर इस ऋण को कवर करने के लिए कोई बीमा नहीं होता तो मृतक के परिवार के लिए बकाया ऋण चुकाना और घर बचाए रखना बहुत मुश्किल हो जाता। विजय नगर टीम का धन्यवाद जिन्होंने इस ग्राहक को ऋण सुरक्षा बीमा के महत्व के बारे में समझाया और यह सुनिश्चित किया कि ऋण देते समय उनका जीवन बीमा किया गया था।

स्वर्गीय प्रकाश सोनी की पत्नी के शब्द, "आवास फाइनेंसर से ऋण लेने के एक साल के बाद मेरे पति का निधन हो गया। हम बकाया ऋण को चुकाने के बारे में बहुत चिंतित थे। आवास टीम ने मुझे बताया कि ऋण सुरक्षा बीमा के तहत ऋण को कवर किया गया है इसलिए चिंतित होने की कोई आवश्यकता नहीं है। मैं आवास फाइनेंसर विजय नगर टीम की बहुत आभारी हूँ जिन्होंने मुझे मेरे पति की मृत्यु के बाद बीमा दावे के निपटारे की प्रक्रिया में भरपूर सहायता की। मैं आवास फाइनेंसर और उनके कर्मचारियों के उज्ज्वल भविष्य की कामना करती हूँ।"

Employee Article



Vijendra Singh
Audit/Cash Management

| “Card board Sign....!!”

Once a young man was passing by a street where he saw an old man sitting on road side begging for money. That old man was sitting there with an empty bowl kept in front of him and a card board sign was kept beside that empty bowl.

On the cardboard cut out it was written: “Blind Please Help...!!”

Young man noticed that despite it was rush hour and many people were passing by that old man yet no one was giving him any money.

Young man felt very bad that no one was helping that old man or giving him any money.

So he went to that old man and took his cardboard in his hand. He then took out a thick marker pen out of his pocket and turned the cardboard sheet back-to-front and re-wrote the sign then went on his way.

Old man noticed that someone was there writing something on the board but didn't say anything.

Just in few minutes, that empty bowl was now filled with money. Old man noticed that and stopped a stranger and asked him what was written on that cardboard.

Stranger replied, “ It says..- it's a beautiful day. You can see it. I cannot..”

Moral

Our choice of Words and Language can create a Positive or Negative effect on other. If we Chose right words then we can Truly connect with people and Change their Views.



Varun Acharya
Sr. Executive
Marketing and Distribution

| Wow!

Live in full ecstasy, or to be more precise, LIFE is an event that needs to be enjoyed and embraced with open arms, no matter what...! Just imagine how much precious time is commonly wasted by grudging over petty issues, repenting on our misdeeds, and not enjoying the spicy, funny, and distinct happenings that occur only once! So much so that this maze develops numerous interlinked phenomena and perhaps the smallest word to describe it is – ‘Wow!’

God, The Creator, has intelligently placed distinctions among the various life forms. In this ever changing and ever growing beautiful world, we as humans are but a small part of the ecological kaleidoscope. There are no two days carrying exactly the same set of happenings. In other words, a totally new event wonderfully designed and intelligently crafted waits to show itself up spontaneously, with time rushing ahead. Life may also be perceived as a cardiogram, comprising of jerk and smooth line. The moment this line becomes free of jerks, death is deciphered.

The perception of life that is commonly carried by thorough individuals is more or less similar. Nowadays, all of us are a part of something like a ‘competition’ (depending on any particular situation you may think about). If you win, you survive...and that's the primary rule that is applied here too!

The most imperative happening for any life form, is life itself. Numerous events properly placed and meticulously moulded are always ready to teach us how to live, and let live! An amalgamation of achievements and failures, clearly describing the way you have lived needs to be mixed with the blood group. To end up, live life in such a way that to be positive (B+) runs in your arteries and veins...



Shailesh Sharma
Sr. Executive - Classification

| सुविचार

जीवन सौंदर्य से भरपूर है।
इसे देखें, महसूस करें, इसे पूरी तरह से जीयें और अपने सपनों की पूर्ति के लिए पूरी कोशिश करें।



Ravi Bansal
Credit Manager

सुना है लकीरों का लिखा बदल सकता है
मानव जिस रूप में चाहे ढल सकता है
कठपुतलियाँ चलती हैं उंगलियों के सहारे
मगर मनुष्य अपने इरादों पे चल सकता है
केवल आदमी को ही दी है इतनी ताकत उपरवाले ने
कि हजारों ठोकरों के बाद भी संभल सकता है
आदमी के इरादों के आगे सब नतमस्तक है
उसके हौंसले के आगे तूफान भी टल सकता है
मानव के हुनर का और क्या सबूत दूँ मैं
उसके हाथों से पत्थर भी भगवान में ढल सकता है!!



Preeti Sharma
Sr.Executive - Audit

| Don't Quit

When things go wrong as they sometimes will,
When the road you're trudging seems all uphill
When the funds are low and the debts are high,
And you want to smile, but you have to sigh,
When care is pressing you down a bit-
Rest if you must, but don't quit.

Life is strange with its twists and turns,
As every one of us sometimes learns,
And many a fellow turns about
When he might have won had he stuck it out.
Don't give up though the pace seems slow-
You may succeed with another blow.
Often the goal is nearer than
It seems to a fair and faltering man,
Often the struggler has given up
When he might have captured the victor's cup,
And he learned too late when night came down,
How close he was to the golden crown.
Success is failure turned inside out-
The silver tint of the clouds of doubt,
And you never can tell how close you are,
It may be near when it seems afar,
So stick to the flight when you're hardest hit-
It's when things seem worst that you mustn't quit.



Neeraj Singh Chauhan
Executive - Audit/Cash
Management Team

| Finding Happiness

Once a group of 50 people was attending a seminar.
Suddenly the speaker stopped and started giving each person a balloon. Each one was asked to write his/her name on it using a marker pen. Then all the balloons were collected and put in another room.
Now, these delegates were let in that room and asked to find the balloon which had their name written, within 5 minutes.
Everyone was frantically searching for their name, pushing, colliding with each other, and there was utter chaos.
At the end of 5 minutes, no one could find their own balloon.
Now each one was asked to randomly collect a balloon and give it to the person whose name was written on it. Within minutes everyone had their own balloon.
The speaker began: This is exactly happening in our lives. Everyone is frantically looking for happiness all around, not knowing where it is. Our happiness lies in the happiness of other people. Give them their

happiness, you will get your own happiness.

And this is the purpose of human life.



Navdeep Chawla

Operation

| The Blind Girl

There was a blind girl who hated herself purely for the fact she was blind. The only person she didn't hate was her loving boyfriend, as he was always there for her. She said that if she could only see the world, she would marry him.

One day, someone donated a pair of eyes to her – **now she could see everything**, including her boyfriend. Her boyfriend asked her, “now that you can see the world, will you marry me?”

The girl was shocked when she saw that her boyfriend was blind too, and refused to marry him. Her boyfriend walked away in tears, and later wrote a letter to her saying:

“Just take care of my eyes dear.”

Moral of the story

When our circumstances change, so does our mind. Some people may not be able to see the way things were before, and might not be able to appreciate them. There are many things to take away from this story, not just one.

This is one of the inspirational short stories that left me speechless.

| A Pound of Butter

There was a farmer who sold a pound of butter to a baker. One day the baker decided to weigh the butter to see if he was getting the right amount, which he wasn't. Angry about this, he took the farmer to court.

The judge asked the farmer if he was using any measure to weight the butter. The farmer replied, “Honor, I am primitive. I don't have a proper measure, but I do have a scale.”

The judge asked, “Then how do you weigh the butter?”

The farmer replied;

“Your Honor, long before the baker started buying butter from me, I have been buying a pound loaf of bread from him. Every day when the baker brings the bread, I put it on the scale and give him the same weight in butter. If anyone is to be blamed, it is the baker.”

Moral of the story

In life, you get what you give. Don't try to cheat others.



Naveen Singh Chouhan

Human Resources

1. जब तुम पैदा हुए थे तो तुम रोए थे जबकि पूरी दुनिया ने जश्न मनाया था। अपना जीवन ऐसे जियो कि तुम्हारी मौत पर पूरी दुनिया रोए और तुम जश्न मनाओ
2. जब तक आप अपनी समस्याओं एवं कठिनाइयों की वजह दूसरों को मानते हैं, तब तक आप आपनी समस्याओं एवं कठिनाइयों को मिटा नहीं सकते।
3. भीड़ हमेशा उस रास्ते पर चलती है जो रास्ता आसान लगता है, लेकिन इसका मतलब यह नहीं की भीड़ हमेशा सही रास्ते पर चलती है। रास्ते खुद चुनिए क्योंकि आपको आपसे बेहतर और कोई नहीं जानता।
4. इस दुनिया में असंभव कुछ भी नहीं। हम वो सब कर सकते हैं, जो हम सोच सकते हैं और हम वो सब सोच सकते हैं, जो आज तक हमने नहीं सोचा।
5. बीच रास्ते से लौटने का कोई फायदा नहीं क्योंकि लौटने पर आपको उतनी ही दूरी तय करनी पड़ेगी जितनी दूरी तय करने पर आप लक्ष्य तक पहुँच सकते हैं।
6. सफलता हमारा परिचय दुनिया को करवाती है और असफलता हमें दुनियाँ का परिचय करवाती है।
7. महानता कभी न गिरने में नहीं बल्कि हर बार गिरकर उठ जाने में है।
8. अगर आप अपनी गलतियों को स्वीकर नहीं करते हैं तो आप एक और गलती कर बैठते हैं। आप गलतियों से तभी सीख सकते हैं जब आप अपनी गलतियों को स्वीकार करते हैं।

9. अगर आप उन बातों एवं परिस्थितियों की वजह से चिंतित हो जाते हैं, जो आपके नियंत्रण में नहीं तो इसका परिणाम बर्बादी एवं भविष्य पछतावा है।

scrambling to manage policy, security and support but then MDM (Mobile Device Management) software can go a long way in data security. If you aren't using MDM, it could be a major boon to your IT team.

- **Automate and Only Automate:** Automation is helping the financial industry to streamline and secure system and processes, and to reduce errors and improve agility. Having said that human error is a fact of life and when it comes to data and IT security this can cost business big time.



Mukul Bhattacharya
Risk Containment Unit

| Effective ways to stop data leak

The worst nightmare for any organization today is data leakage – especially for financial institutions like us where tons of sensitive and confidential information is stored. A data leakage can lead to compromising customer privacy and exposure to legal and financial liability.

The recent example of that is a private sector bank whose financial data and results were shared on WhatsApp group and was also reported on social media and created a huge chaos and dilemma across the industry.

So, let's focus on some of the effective and preventive measures to possibly avoid such incidents in the near future.

| Plug Potential Data Leaks.

To prevent such possible breaches, IT and network managers at banks and financial institutions must put in processes and system in place that prevent data leaks and allow for real time response to a security breach or malware attack. Here are few measures that could help:

- **Encrypt before you send (And when store):** Financial institutions encrypt sensitive data when they transmit it over unprotected networks but can tend to ignore the need to encrypt data in storages.
- **Ignore printing at your peril:** Scanners, printers and multi-function devices are part of the network and need to be protected against data breaches. To prevent such data breaches, control access to be implemented and to enforce security options including PIN authentication.
- **Manage devices and apps:** As per latest financial services industry, BYOD (Bring Your Own Device) trend is growing and so are data leaks from employee devices. IT departments, although are



ACS Gauri Agrawal
Audit

| WHY NOT A GIRL....?

People pray for a boy, Not for a girl
They always desire a boy, Not at all a girl
Blessings of elders are for male, Not for female
They like to have a boy, not a girl, But.....
In need of wealth, They pray to Goddess Lakshmi
In need of courage, They remember Goddess Durga
In need of education They call upon Goddess Saraswati
No answer to me
Why they hesitate
To have a Devi in the family.....?



Aditya Baheti
CS Management Trainee

| Silence an art of conversation

Silence is what makes dead air talk
When your emotion hardly gets the bottom of any one's feet.....it is silence.
In a room of shadows surrounding by sensation of grief
When the air touches your tears silently enough

To heal the hurts of your heart.....it is censorship of silence.

Say it loud enough or maintain silence of words before your enemy

I guess you know what will get to his ears.

Silence gives the last helping hand

To the black out of your love

To take it again under your arms.

Even I am Silent Today

Someday silence of my words.....will find a place in thousand

To make you hear by looking at your eyes

Wanting you to hug it tight enough and doesn't let it go by.

Desire to make my inner soul makes a noise.... To get u before my end

And ending the voice.....That never made a noise.



Bosky Kalathil

Branch Head

“Each and every individual have their own way to live their life but one thing is very common that most of them wish to see one day miracle in their life – it’s a different matter that it happens only with very few of them. It simply proves that only wish to have great thing in life would not do, this only does not have the power to bring great changes to your life.

Then what will...???

I think the CHANGE (Willingness to Change, ability to change and Confidence and adaptability to Change) does have all the ingredient to get miracle in your life but is very painful. Will start from our day to day life. We know that we must get up early in the morning for the various benefit but is really very difficult. Many of us, set up alarm to get up in the morning but when the time comes in the morning, we very conveniently switch it off to continue our sleep for some more time promising ourself that will do it from tomorrow onwards definitely. Think, if this, a simple habit – can’t be changed – changing for investment definitely would always remain a very difficult task.

People feel happy listening about great successful individual and clap for them – remember they are

great because of the flexibility /Changes- they have adopted in their life – must have gone through the pain of getting up early in life. If there is a desire of great things – adopt the CHANGE which would give certainly pain for some time but joy for all through life. We advise to young employed individuals – who just have started working to start SIP of 5000/- and increase 10% every year – which could bring excellent wealth to them after 20/25 yrs. –very few are willing to believe in this... but it happens ...Miracle happens.

One simple story, I would like to narrate to make you understand how difficult is to change. This has been taken from Mahabharata.

All the learned men of Mahabharata decided to give one barren parcel of land to Pandava to avoid clashes between Kauravas and Pandava. Finally, the barren land was given to Pandava. The Pandava was very upset but finally Krishna- their advisor, made them agree to accept this as their luck and start their onward journey from there itself – the place was known as – Khandavaprastha. After years of hard work the Pandava made the barren land like heaven and renamed this as – Indraprasta.

Few years later, Pandava invited – all their relatives to Indraprasta to celebrate their success. As we know – all from Hastinapur has come and enjoyed the celebration but Duryodhan was very upset seeing their success and said to his Mama – Shakuni – that he needed – Indraprasta also otherwise he would sacrifice his life.

Shakuni said – don’t worry Bhanje (Nephew), I would help you and asked Duryodhan to invite Yudhishthira to play Juwa (Gambling). The invitation went to Yudhishthira and they called a meeting. All Pandava except Yudhishthira was opposing for this but finally agreed as big brother wanted to go and enjoy this game leaving all worries. Finally, we all know what happened – Yudhishthira lost everything – his entire Kingdom, Brothers, wife including himself.

After this win, in the evening the celebration was on and everyone in the Kauravas gang was enjoying. At one corner – Duryodhan and Shakuni were too enjoying and during the conversation – Duryodhan asked Mama- how could you do this ?. Shakuni has given a very simple answer that Yudhishthira is a habitual jurari. He always used to play and enjoy this game.

The moral of the story is – the man irrespective of his knowledge, wisdom & experience – can’t leave easily their habits, like many of us failed to wake up early in the morning. So, changing the habit is really very

difficult .That is the very reason – we failed to make people understand to save for future by starting a very small investments and the flexibility and courage to change is acceptable to only 2% people.

One final thing – if you would have observed in the entire Mahabharata – whenever Pandava was in trouble, their Advisor – Krishna had saved them but this was the only reference where Krishna – the advisor was not there.

So, I am leaving you all to think ... the role – might be of an advisor – in your journey!

Happy Investing!!!”



Arun Kumar Jindal

Sr. Executive - Audit

A doctor entered the hospital in hurry after being called in for an urgent surgery. He answered the call ASAP, changed his clothes and went directly to the surgery block. He found the boy’s father pacing in the hall waiting for the doctor.

On seeing him, the father yelled, “Why did you take all this time to come? Don’t you know that my son’s life is in danger? Don’t you have any sense of responsibility?”

The doctor smiled and said, “I am sorry, I wasn’t in the hospital and I came as fast as I could after receiving the call and now, I wish you’d calm down so that I can do my work.”

“Calm down! What if your son was in this room right now, would you calm down? If your own son dies while waiting for the doctor than what will you do?” said the father angrily. The doctor smiled again and replied, “We will do our best by God’s grace and you should also pray for your son’s healthy life.”

“Giving advises when we’re not concerned is so easy” Murmured the father.

The surgery took some hours after which the doctor went out happy, “Thank goodness! Your son is saved!” And without waiting for the father’s reply he carried on his way running by saying, “If you have any questions, ask the nurse.”

“Why is he so arrogant? He couldn’t wait some minutes so that I ask about my son’s state” Commented the

father when seeing the nurse minutes after the doctor left. The nurse answered, tears coming down her face, “His son died yesterday in a road accident, he was at the burial when we called him for your son’s surgery. And now that he saved your son’s life, he left running to finish his son’s burial.”

Never judge anyone because you never know how their life is and what they’re going through.



Satish Chandra Jha

Branch Head

समस्याएं और खुशी

यह एक और समस्या आ खड़ी हुई। अपना सिर पकड़ लिया उन्होंने। वह खुश रहना चाहते हैं, लेकिन समस्याएं उन्हें परेशान किए रहती हैं।

‘हमारी खुशी इस बात पर टिकी होती है कि हम अपनी समस्याओं को कैसे सुलझाते हैं? यह मानना है हम खुश रहना चाहते हैं। इसके लिए तमाम कोशिशें करते हैं। अक्सर हम किसी को खुश देखते हैं, तो लगता है, इसे तो कोई फिक्र ही नहीं है। यह अपनी जिंदगी में समस्याओं से घिरा हुआ नहीं है। अगर समस्याएँ ही घेरे हुए है तो कोई खुश कैसे हो सकता है? पर यह जिंदगी की अधूरी तस्वीर है। ऐसा कैसे हो सकता है कि हमारी जिंदगी में समस्याएं आए ही नहीं? जिंदगी है तो समस्याएं आती ही रहेंगी। और हर मोड़ पर हमें उनसे रु-ब-रु होना ही पड़ेगा। उनसे जूझना ही होगा। उनका ठीक से आमना-सामना करके ही हम उनके समाधान की तरफ बढ़ सकते हैं। यह तय है कि समस्याओं को टालने से हम खुश नहीं रह सकते। उन्हें दरकिनार कर हम आगे कैसे बढ़ सकते हैं? समस्याएं है तो उनका समाधान भी जरूर होगा। यह सोच ही हमें खुशी की ओर ले जाती है। बस हमारा ध्यान समाधान से हटना नहीं चाहिए। फिर समस्याओं का समाधान अपने आप में खुशी है।

Clicks to Remember

- Narendra Jangir





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