

# समावेश

FINANCIAL INCLUSION PROGRAMME REPORT

FY 2023-24



SUSTAINABLE  
DEVELOPMENT  
GOALS

 **ESAF**  
ESAF SMALL FINANCE BANK  
*Joy of Banking*



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# FOREWORD



Dear friends,

I am immensely proud to present Samaavesh 2023-24—The Financial Inclusion Programme Report, a testament to ESAF Small Finance Bank's unwavering commitment to reaching our nation's unserved and underserved communities. Financial inclusion is not merely about access to banking—it is a catalyst for economic empowerment and social progress.

At ESAF Small Finance Bank, our vision extends beyond transactions; we are dedicated to ensuring financial services uplift individuals and communities alike. As we strive to be the country's leading social bank, our inclusion philosophy remains deeply rooted in accessibility, equity, and empowerment, transcending socioeconomic barriers.

Over the past eight years, we have worked relentlessly to bridge financial gaps through innovative banking solutions, empowering women, supporting underserved communities, and fostering sustainable development. Our motto is clear—**"fighting the partiality of prosperity"**<sup>®</sup>.

For us, banking is not just a business—it is a responsibility, a commitment to transforming lives and driving sustainable prosperity. With great joy, I present Samaavesh 2023-24, a reflection of our journey towards a more financially inclusive future.

**K. Paul Thomas**

MD & CEO,

ESAF Small Finance Bank



# समावेश



## 1. Introduction

ESAF began its journey as an NGO in 1992 with a larger vision for the sustainable and holistic transformation of the poor and marginalised. Inspired by the success of Grameen Bank in Bangladesh, Shri K. Paul Thomas, Founder of ESAF, strengthened his vision and, in 1995, he launched the Micro Enterprises Development services. It led to the formation of ESAF Microfinance and Investments Pvt. Ltd. in 2008, pioneering formal

and structured lending through mutually trusted Joint Liability Groups at the grassroots level. This approach not only facilitated financial inclusion but also reinforced the fact that 'the poor of our country can develop peer dynamics for financial and social inclusion'. In 2017, ESAF transitioned into a Small Finance Bank, continuing its mission to build a more equitable society.

# 1.1 Geographical Presence



Geographical Presence of ESAF Small Finance Bank as of 31<sup>st</sup> March 2024.

## 2. Financial Inclusion Philosophy of ESAF Small Finance Bank

ESAF Small Finance Bank, with a legacy of over three decades in promoting social inclusion, was established as a social bank in 2017. Its vision is “To be India’s leading social bank that offers equal opportunities for the whole society through universal access and financial deepening, thus promoting financial inclusion, livelihood, and economic development as a whole.”

As a social bank, our financial inclusion philosophy has seven strands as follows:

1. Inclusion through differentiated social banking products
2. Inclusion: Synergising with gender inclusion
3. Inclusion through Joint Liability Groups’ peer dynamics
4. Inclusion through continual upskilling to higher levels of financial education to different segments

5. Inclusion through technology for last-mile digitisation
6. Inclusion through an ecosystem approach
7. Inclusion through building synergies with Sustainable Development Goals (SDGs) and Corporate Social Responsibility (CSR)



### 2.1 Inclusion Through Differentiated Social Banking Products

Shri K. Paul Thomas, the Founder of the Bank, stated, “I chose business (products and services) as a tool for social transformation.” Imbibing the same spirit, all our products and services are designed for social change by giving a Triple Bottom Line output, generating Social, Environmental and Financial capital for a sustainable

future. The capacity of each product for Environmental Social Governance (ESG) performance is measured through the lens of its ESG quotient, and products with more significant impact are rated highly for their potential for social inclusion.

**Rainbow Account:**  
Savings bank account for the transgender community

**Hrudaya Deposits:**  
Fixed deposits for social change

**Soubhagya Micro RD:**  
For encouraging systematic weekly/monthly recurring deposits for developing financial resilience among small income families

**Vyapar Vikas Yojana (VY):**  
Formal finance for informal street vendors

**Farmer Interest Group (FIG) Loan:**  
JLG loan for small and marginal farmers

These are some of the many products that have been innovated to serve the purpose of enhancing financial and social inclusion.

## 2.2 Inclusion: Synergising with Gender Inclusion

Gender inclusion and equity form the pivot at which the sustainability agenda is performed. Recognising this, ESAF gives prime importance to SDG 5 as a synergising factor for financial inclusion. When women in families are treated well and given financial independence, the community's social goals are more effectively achieved, leading to transformational impacts on the nation's economy. Nano, micro, and small enterprises and businesses carried out by our women contribute significantly to national growth. Even in rural India, women are breaking barriers and achieving remarkable milestones every day. Despite social and familial

exclusion, they have asserted their Right to Financial Independence, building businesses from scratch and inspiring those around them. At ESAF Small Finance Bank, we give prime importance to female customers. We serve in many parts of rural India and have created a credit history for many women, proving they are bankable. ESAF Small Finance Bank, established in 2017, is now present in 23 States and 2 Union Territories of India through a network of 753 branches (as of 31<sup>st</sup> March 2024), reaching over 83 lakh customers, 82% of whom are women. Many of these women have graduated to become change agents transforming society.



## 2.3 Inclusion Through Joint Liability Groups' Peer Dynamics

A Joint Liability Group (JLG) is an informal group of 18 to 20 individuals who come together to avail of bank loans, either individually or through a group mechanism, based on mutual guarantees. JLGs have demonstrated positive peer dynamics for financial inclusion. The small and marginal farmer segment where the Farmer Interest Group (FIG) loan operates, is a highly vulnerable section

of society where farmers' suicides are more common. By supporting one another, these farmers are able to overcome the adversities they face. Our focus is on JLGs in segments where financial inclusion is most needed. During the Financial Year, we reached 8,56,486 individuals through 42,824 programmes.



## 2.4 Inclusion Through Continual Upskilling to Higher Levels of Financial Education to Different Segments

We have a variety of financial education programmes catering to different segments of society, with curricula and training methods designed to meet specific needs. At ESAF Small Finance Bank, we believe in guiding individuals entering the financial inclusion space, helping

them through a continuous journey of learning and upskilling. Rural women and individuals often begin this journey by opening their first bank account, eventually becoming proficient in financial planning.

### Reach Through Different Means of Financial Inclusion Projects in FY 2023-24: Grand Panorama

Name of the Programme	Nos.	Reach
ESAF Dhansree	1,332	48,329
ESAF Utthan	1,449	54,669
ESAF Balajyothi	428	36,447
ESAF Vayojyoti	223	2,915
RBI Financial Literacy Week	470	12,282
ESAF Udyog Jyothi	352	4,503
Regular Financial Literacy at Branches	1,075	16,360
JLG Formation Orientation	42,824	8,56,486
Financial Inclusion through CSR Interventions	895	27,654
<b>Total</b>	<b>49,048</b>	<b>10,59,645</b>



ESAF Dhansree



ESAF Balajyothi



ESAF Vayojyothi Branch Level Meetings



ESAF Vayojyothi - Joy for Ages Awards

## 2.5 Inclusion Through Technology for Last Mile Digitisation

ESAF Small Finance Bank has been earnestly working to reach the last mile geographies through partners like Business Correspondents to distribute the products and services. It is in the DNA of the Bank to render financial upliftment for the underserved and unbanked communities in the lower strata of society.

One notable project was the deployment of Micro ATMs,

implemented in collaboration with the National Bank of Agriculture and Rural Development (NABARD) under the Financial Inclusion Fund (FIF). We have partnered with NABARD on various social and financial inclusion projects that benefit the underserved segments of society. This project was carried out in Karnataka and Maharashtra. By 31<sup>st</sup> March 2024, around 5,170 Micro ATMs were deployed to strengthen the last-mile digitisation.



## 2.6 Inclusion Through an Ecosystem Approach

As an organisation that began its journey as an NGO, ESAF has consistently supported its customers over the years. Beyond providing access to finance, we engage with them for the long term, offering both forward and backward linkages to propel their success. ESAF Small Finance Bank has facilitated the creation of employment opportunities for micro-entrepreneurs and actively supports the formation of collective entrepreneurship initiatives.

ESAF, a collective of social enterprises, plays a crucial

role in the lives of its customers. The Bank not only provides financial access but also opens doors for them to scale their ventures by offering various opportunities. We provide skill training and capacity building to enhance their income sources and create more earning opportunities. This approach ignites their entrepreneurial spirit, encouraging them to engage in formal business or start-ups. Additionally, we facilitate market linkages, enabling them to sell their goods on a formal platform and receive fair prices.

## 2.7 Inclusion Through Building Synergies with Sustainable Development Goals (SDGs) and Corporate Social Responsibility (CSR)

At ESAF Small Finance Bank, we believe that all financial inclusion initiatives contribute to achieving certain Sustainable Development Goals (SDGs). We engage with society not only through our differentiated products and services but also through various other initiatives of

the Bank. Furthermore, through a variety of Corporate Social Responsibility (CSR) interventions, we support several underserved segments. Our curated projects are specifically designed to reach communities that lack access to essential services.

## 3. ESAF Small Finance Bank - Major Financial Inclusion Projects 2023-24

Financial inclusion for the underserved has long been a national priority, and it has remained a core part of ESAF Small Finance Bank's mission since its inception. As part of its financial inclusion mission, the Bank has developed customised programmes to reach various segments of society, including children, women, and the elderly. Each programme has a specially designed module tailored to its target group. The Bank's financial inclusion initiatives include:

**3.1 ESAF Dhansree:** Financial and Digital Literacy Programme for JLG Women (through Branches)

**3.2 ESAF Utthaan:** Financial and Digital Literacy Programme for JLG Women (through Business

Correspondents)

**3.3 ESAF Balajyothi:** Financial and Digital Literacy Programme for Students, Children and Young Adults

**3.4 ESAF Vayojyoti:** Financial and Digital Literacy Programme for Senior Citizens

**3.5 RBI Financial Literacy Week 2024**

**3.6 ESAF Udyog Jyothi - MSME Week**

**3.7 Financial Inclusion through JLG Formation**

**3.8 Inclusion:** Synergising with CSR Interventions

**3.9 Special Programmes at Unbanked Rural Centres**

### 3.1 ESAF Dhansree: Financial and Digital Literacy Programme for JLG Women (Through Branches)



The role of women in social transformation is crucial. They catalyse the change within their homes, gradually spreading to society and culture through their actions. Women are omnipresent- from homemakers in kitchens to chefs in star hotels, auto drivers, and astronauts. In rural India, several women are actively involved in nano and micro businesses with their family members, neighbours, etc., sharpening their entrepreneurial skills. ESAF Small Finance Bank steps into such situations by providing them with adequate knowledge about handling money appropriately and efficiently. Also, the Bank provides them with access to credit. These financial education sessions promote financial discipline and independence. A customised learning module is prepared and utilised. They are also given an opportunity to attend live demonstrations on using Micro ATMs, making purchases using POS machines, etc., so there is a more significant shift towards a cashless economy.

The Financial Year 2023-24 marked a milestone for ESAF Small Finance Bank. We successfully conducted 1,332 financial and digital literacy programmes,

benefitting 48,329 female customers from JLGs. This achievement was made possible with the generous support of NABARD. Our Business Correspondents' role was instrumental in the smooth conduct of these programmes, as they worked closely with the customers and facilitated their participation in such activities.

The topics covered are:

- Opening of a Bank Account
- Importance of Saving
- Intelligent Borrowing
- Credit Discipline
- Internet Banking and Mobile Banking
- Point of Sale (POS) Machines & Micro ATMs
- Insurance and Pensions
- How to Lodge Complaints at the Bank and to the Banking Ombudsman

Sl. No.	State	No. of Programmes	Reach
1	Maharashtra	241	9,403
2	Tamil Nadu	378	13,866
3	Karnataka	129	4,895
4	Madhya Pradesh	300	10,671
5	Haryana	25	1,118
6	Uttarakhand	9	366
7	Delhi	4	110
8	Assam	8	380
9	Tripura	15	521
10	Bihar	87	2,807
11	West Bengal	94	3,210
12	Rajasthan	42	982
	<b>Total</b>	<b>1,332</b>	<b>48,329</b>

## 3.2 ESAF Utthaan: Financial and Digital Literacy Programme for JLG Women (Through BCs)

ESAF Utthaan is a series of Financial and Digital Literacy programmes curated for SHG/ JLG women, facilitated by Business Correspondents. Approximately 1,449

programmes reached 54,669 women in rural and last-mile locations.



### 3.3 ESAF Balajyothi: Financial and Digital Literacy Programme for Students, Children and Young Adults

Human life undergoes various stages of change from infancy to old age, with childhood being the most vulnerable period. During this time, children depend on others to meet their basic needs, making them particularly susceptible to challenges. As they grow, they become change agents in society; thus, shaping them during this critical stage is essential.

In India, over one-third of the country's population, approximately 4.80 crore, is below 18 years old. Empowering children and youth with financial literacy and inclusion is one of the most effective ways to combat poverty and drive economic growth, especially in a world where they increasingly shape the future. By instilling financial discipline in children at a young age, we prepare them to become financially responsible adults.

Understanding the proper usage of money and cultivating the habit of saving from a young age will help children grow into financially disciplined citizens. ESAF Small Finance Bank, dedicated to serving the nation alongside striving to be India's leading social bank, is committed to the holistic transformation of

the young generation. In observance of Children's Day, ESAF celebrates ESAF Bank Balajyothi Week, promoting financial inclusion for children and students. The Bank has a specialised savings product for children and students called Balajyothi A/C and Students A/c, which enable children to open their bank accounts under parental guardianship. In addition, we dedicate a week that includes Children's Day- 14<sup>th</sup> November to children, students, and young adults focusing on financial inclusion. Branches engage with schools in their domain with financial education programmes and initiatives to promote financial inclusion. ESAF Small Finance Bank has adopted innovative and relevant themes to effectively engage children, students, and young adults, supported by a customised learning module that has been prepared and utilised.

ESAF Balajyothi Week 2023 theme was Banking for a Bright Future - Nurturing Young Savers, which emphasised the importance of children as change agents in society.

State	No. of Programmes	Reach
Andhra Pradesh	3	238
Assam	3	170
Bihar	9	705
Chhattisgarh	31	3,217
Gujarat	5	183
Jharkhand	14	1,348
Karnataka	26	2,252
Kerala	215	16,519

Madhya Pradesh	42	4,463
Maharashtra	14	1,662
New Delhi	5	830
Odisha	9	613
Rajasthan	1	102
Tamil Nadu	35	2,701
Telangana	4	197
Tripura	1	90
Union Territory of Chandigarh	1	42
Uttar Pradesh	5	825
West Bengal	5	290
<b>Total</b>	<b>428</b>	<b>36,447</b>

The various activities observed during the week are detailed below:

### 3.3.1 Know Your Bank (KYB)

In partnership with schools, the branches organised KYB and Financial Literacy sessions for students aged 13 to 17 (high school to higher secondary) at the branches and the Head Office of ESAF Small Finance Bank in Thrissur, to help them become comfortable with the banking system.



### 3.3.2 National Level Quiz for Students

Balajyothi Quiz—2023, a national-level quiz competition for school students, was conducted during ESAF Balajyothi week, with around 3,000 students registered nationwide.

### 3.3.3 National-Level Balajyothi Financial Literacy Sessions

Branches organised Financial Education and Literacy sessions for students in schools and colleges, primarily targeting the age group of 13 to 21 years, from high schools to graduate-level colleges. These sessions included detailed PowerPoint presentations on efficient money management through regular savings, wise spending, and expense tracking. The Financial Literacy

sessions provided an opportunity for teachers and students to clarify doubts regarding safe banking, the history of banking, online banking, and more. 428 Financial Literacy sessions were conducted, reaching 22,229 students through sessions held at school and branch levels.



### 3.3.4 Financial Literacy Sessions Conducted at Head Office

During the Balajyothi Week celebration, we offered children the opportunity to visit and explore ESAF Small Finance Bank Head Office in Thrissur. Around 190 students attended KYB sessions in six batches, each with

30 students. During the two-hour visit, students were introduced to various departments and had the chance to interact with our Heads of Departments (HODs).



## 3.4 ESAF Vayojyoti: Financial and Digital Literacy Programme for Senior Citizens

The elderly play an instrumental role in shaping society. Their vision and ideas not only guide the younger generation but also help in paving new paths. With the wealth of experience they have accumulated over the years, they are able to assess situations and provide constructive advice to their children, families, and society as a whole. ESAF Small Finance Bank has always

been at the forefront of delivering doorstep services to the elderly. Additionally, every branch has a special counter dedicated to serving them. We understand that they require special attention and care. Despite the advancements in the digital world, many still prefer visiting a physical bank, meeting representatives in person, and completing their requests.

State	No. of Programmes	Reach
Assam	2	27
Bihar	7	79
Chhattisgarh	11	178
Gujarat	1	11
Jharkhand	13	147
Karnataka	2	20
Kerala	113	1,385
Madhya Pradesh	37	618
Maharashtra	7	118
New Delhi	2	27
Odisha	7	83
Tamil Nadu	13	150
Telangana	1	10
Tripura	3	38

West Bengal	4	24
<b>Total</b>	<b>223</b>	<b>2,915</b>

As a social bank, we annually dedicate a week to senior citizens, known as ESAF Vayojyothi Week, in line with the commemoration of World Senior Citizens' Day on 21<sup>st</sup>

August. The various activities organised by our branches during this week were as follows:

### 3.4.1 Branch-Level Special Meetings with Senior Citizens (Financial Education and Digital Enablement Focus)

The programme at the branches sparked new hope among senior citizens, especially regarding the effective management of their finances and their mental and

physical health. A practical session on digital banking was also included as part of the training.



### 3.4.2 Joy for Ages Awards

The branches identified exceptional senior citizens for their valuable contributions and services to society in various sectors, such as the environment and social

work. Branch officials honoured the senior citizens with mementoes.



## 3.5 RBI Financial Literacy Week 2024

At the core of ESAF Small Finance Bank's ethos is the belief that financial services should be accessible to all, regardless of socio-economic status. With a customer base exceeding 75 lakh, the Bank has made significant strides in reaching out to marginalised communities, including rural populations and economically disadvantaged groups. By establishing branches in unserved and underserved areas and deploying innovative outreach programmes, ESAF Small Finance Bank has succeeded in bringing banking services closer

to those who need them the most.

Every year, following the Reserve Bank of India guidelines for Financial Literacy Week, ESAF Small Finance Bank dedicates a special focus week to educate customers and the public on financial literacy based on the theme announced by the RBI. This year, the RBI Financial Literacy Week was scheduled from 26<sup>th</sup> February 2024 to 1st March 2024, with the theme "Make a Right Start: Become Financially Smart."

State	No. of Programmes	Reach
Assam	1	10
Bihar	8	272
Chhattisgarh	26	1,503
Gujarat	9	237
Jharkhand	15	461
Karnataka	31	812
Kerala	234	4,630
Madhya Pradesh	20	678
Maharashtra	28	990
New Delhi	2	31
Odisha	8	235
Rajasthan	7	209
Tamil Nadu	63	1,705
Tripura	3	124
Union Territory of Chandigarh	1	15
Uttar Pradesh	5	136
West Bengal	3	59
Haryana	3	80
Union Territory of Puducherry	1	25
Uttarakhand	2	70
<b>Total</b>	<b>470</b>	<b>12,282</b>

During the week following the RBI's mandate, all branches across India enthusiastically participated in the RBI Financial Literacy Week 2024. The activities included:

### 3.5.1 Branches Display RBI FLW Posters in Visible Spaces

ESAF Small Finance Bank takes immense pride in promoting financial literacy among its customers and communities. As part of this ongoing effort, ESAF Small Finance Bank branches prominently showcased posters

for RBI Financial Literacy Week 2024. These posters served as valuable educational resources, offering insights into various financial concepts and empowering customers to make informed financial decisions.

### 3.5.2 RBI FLW Display Units at All ESAF Small Finance Bank ATMs

At ESAF Small Finance Bank ATMs, our dedicated displays illuminated key messages and provided valuable tips to enhance financial literacy. With engaging visuals and concise information, our goal was to simplify complex financial concepts, enabling our customers to navigate the financial landscape confidently. The

displays emphasised the importance of budgeting, saving, investing, and understanding financial products and services. Additionally, we offered practical advice on managing debt, planning for retirement, and safeguarding against financial fraud.

### 3.5.3 Branch-Level Financial Education Seminars

As part of the RBI Financial Literacy Week 2024, it was essential to emphasise the significance of branch-level financial education. Branches organised Financial Literacy Sessions utilising resources and information available from RBI Posters and the PowerPoint

presentation that was shared. All resource materials were prepared based on the sub-themes of the RBI FLW 2024. Branches conducted financial literacy campaigns for target specific groups, including farmers, merchants, small entrepreneurs, JLG members, and students.

### 3.5.4 RBI Walkathon on Financial Literacy and Awareness

The RBI organised a Walkathon in which the Bank enthusiastically participated, covering a distance of 4 kilometres. Under the esteemed leadership of Shri Sarada Prasad Mohanty, Regional Director, the Walkathon had a grand inauguration, setting the tone for

a day filled with enthusiasm and purpose. Participants from diverse backgrounds came together, united by a shared goal of fostering community engagement. Our Bhubaneswar branch had the privilege of being part of this inspiring event.

## 3.6 ESAF Udyog Jyothi Week

International MSME Day is observed annually on 27<sup>th</sup> June worldwide to highlight the significance of MSMEs and their crucial role as the backbone of the country's economy. There is a pressing need for financial education among merchants and local entrepreneurs, as not all of them possess a strong financial background. Most entrepreneurs require initial loans at reasonable interest rates to fund their capital needs for starting or running their enterprises. Once a business is established, additional support is essential to sustain the cash flow cycle. Training in financial management is vital for their growth and future success. Additionally,



hands-on training is necessary to ensure they can carry out financial transactions safely.

### 3.6.1 Branch-Level Financial Literacy Training for Customers

Branches connected with nearby Vyapari Vyavasayi Associations to arrange meetings and conduct financial literacy sessions for MSME customers in and around their catchment areas.

State	No. of Programmes	Reach
Andhra Pradesh	3	40
Assam	1	5
Chhattisgarh	27	411
Gujarat	5	29
Jharkhand	12	209
Karnataka	5	54
Kerala	151	1,803
Madhya Pradesh	43	605
Maharashtra	41	616
New Delhi	8	97
Rajasthan	1	6
Tamil Nadu	45	543
Telangana	4	35
Union Territory of Chandigarh	1	6
West Bengal	2	8
Haryana	2	25
Union Territory of Puducherry	1	11
<b>Total</b>	<b>352</b>	<b>4,503</b>

## 3.7 Financial Inclusion Through JLG Formation

ESAF Small Finance Bank is dedicated to integrating more individuals from the lower strata of society into the formal banking system. Our branches regularly conduct campaigns, orientation sessions, and mentoring programmes to help people from all walks of life form Joint Liability Groups (JLGs) and access banking services.

Currently, ESAF Small Finance Bank supports over 3.5 lakh JLGs. In our pursuit of reducing social inequality, we believe that employment generation is key to economic empowerment. Small loans can transform communities, and the Bank has facilitated the creation of lakhs of job opportunities through micro-entrepreneurship.

## 3.8 Inclusion: Synergising with CSR Interventions

ESAF Small Finance Bank aims at actively contributing to social and economic development in pursuit of a sustainable society. The CSR policy of the Bank articulates a commitment to the economic, environmental and social well-being of communities through its various activities. Our development mandates and CSR-related initiatives are implemented on the ground through our Business Correspondent (BC) partners and CSR

implementation partners, ESAF Foundation and Prachodhan Development Services.

Our commitment to CSR goes beyond mere compliance. We have adopted a comprehensive CSR policy that allocates up to 5% of our total net profit in the last three fiscal years to social initiatives. These initiatives- including skill training, entrepreneurship training, and projects for

migrant labourers- are making a significant impact. Our focus on financial education, a key aspect of our CSR efforts, empowers beneficiaries and contributes to their financial well-being.



▶ No. of Programmes **895**

▶ No. of Beneficiaries Reached **27,654**

## 3.9 Special Programmes at Unbanked Rural Centres

A strong understanding of financial matters enables customers to make informed and prudent financial decisions. This is particularly crucial when women are empowered to achieve financial stability and

independence, as it profoundly impacts societal transformation. In line with the RBI mandate, we conduct regular financial and digital literacy sessions for our customers at Unbanked Rural Centres (URCs).

State	No. of Programmes	Reach
Assam	4	104
Bihar	6	110
Chhattisgarh	61	1,871
Jharkhand	21	528
Karnataka	15	402
Kerala	741	9,730
Madhya Pradesh	18	314
Maharashtra	36	702
Odisha	32	549
Tamil Nadu	141	2,050
<b>Total</b>	<b>1,075</b>	<b>16,360</b>

## 4. Performance in Priority Sector Lending and Social Security

Priority Sector Lending is a vision established by the RBI, urging banks to allocate funds to specific sectors of the economy, such as agriculture and allied activities, education, housing, and food for economically backward populations. By embracing this noble RBI vision to uplift the lower segments of society through accessible finance, ESAF Small Finance Bank allocates over 90% of its

finances to the priority sector, surpassing the mandated 75% for Small Finance Banks (SFBs). Our commitment to society is evident through our priority sector lending. With more than 80% of our customers being women, promoting social security for these segments is one of our primary objectives. We also have a dedicated third-party product team focusing on excelling in this area.

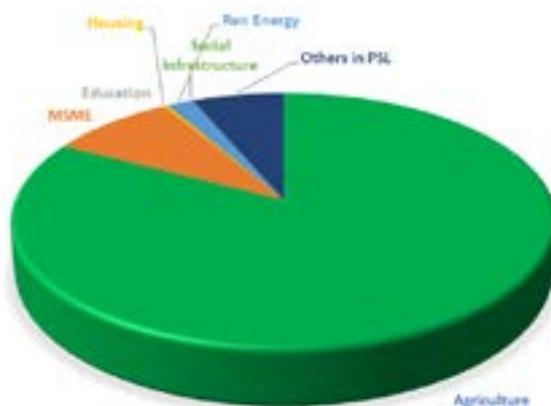
### Breakup of Social Security Schemes

Sl. No.	Name of the Product	Count as of 31 <sup>st</sup> March 2024
1	Atal Pension Yojana	83,564
2	National Pension System	3,87,234
3	National Pension System (POP)	1,526
	<b>Total</b>	<b>4,72,324</b>

### Sectorial Breakup of Priority Sector Lending

Sector-Wise PSL	OS as of 31 <sup>st</sup> March 2024	Percentage
Agriculture	14,06,10,000	74.49%
MSME	1,48,78,814	7.88%
Education	11,552	0.01%
Housing	5,25,487	0.28%
Renewable Energy	30,83,395	1.63%
Social Infrastructure	65,800	0.03%
Others in PSL	1,08,49,262	5.75%
<b>Total PSL</b>	<b>17,00,24,310</b>	<b>90.08%</b>
<b>Total Outstanding</b>	<b>18,87,53,698</b>	

### Priority Sector Lending





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