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Dimensions Member: With microfinance institutions getting a license to accept deposits, they are now charging less interest rate for loans. Where do you think Bharat financial inclusion limited stands?

Mr. Pasangha: Well, It's natural to assume that when small finance banks are accepting deposits, they will charge fewer interest rates. As of today, Bharat financial inclusion limited continues to charge 19% of interest. In fact, this interest rate is lowest among all the microfinance institutions across the world. So, I don't think so there is any impact of this.

Dimensions Member: Other than the lowest interest rate, what is any other USP of BFIL?

Mr. Pasangha: We have a very robust complaint redressal system. We are the first to set up a full call centre dedicated to our members' complaints. We meet our members once every week, there are not many institutions which can say that, and every time we meet our members – we articulate and reiterate stating that if there is any kind of complaint or problem you can call our toll free number. Because when we hear where the gaps are, that's when we're getting better and better.

Dimensions Member: As you told us that you're not going to convert it into two small finance banks, may we know what could possibly be the reason behind this?

Mr. Pasangha: No, not really! We have applied for small finance bank's license but we couldn't get it. It didn't come through. Having said that, I want to add that we are not losing anything because of this. Even though we didn't get the license we are still performing good. We are not charging higher interest rates stating that we are not accepting deposits that is why we will charge higher interest rates.

Dimensions Member: As you have started using EKYC, how do you deal with security issues of it? Is there any security compromise that you are doing?

Mr. Pasangha: When televisions came to India, I was a child then, I remember whenever some family got a television in their house, neighbour people used to say that now everybody in the house is going to wear spectacles. So, my mother is 73 years old and she still can read without wearing specs, and I'm the only one to wear specs in my family. I would say, this thing about security compromise is a misconception because it's far more authentic than any other verification system we have got. It uses Aadhar as credential and nothing else, and we have nothing more reliable and authentic than Aadhar card.

Dimensions Member: How do you think the government influences micro-finance companies?

Mr. Pasangha: The government and the RBI, thankfully, have completely endorsed, accepted and acknowledged the fact that microfinance companies are an integral part in ensuring that financial inclusion takes place. So, that endorsement is there from the ministry of finance.

Dimensions Member: Is it leaving a positive impact on microfinance companies?

Mr. Pasangha: They fully endorsed it. They have realised that regular banks are not being able to cater to the needs of financially excluded people. They have realised that only microfinance companies can reach out to those financially excluded people. So, that way, yes it has and will leave a positive impact only.