

A QUARTERLY NEWSLETTER OF  
KHUSHHALI MICROFINANCE BANK

# GRASS ROOTS

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## President's Statement

Dear Colleagues,

As we complete the 3rd Quarter of the year 2022, I am pleased to share an important milestone that Khushhali Microfinance Bank Limited (KMBL) has achieved by crossing the PKR 100 billion deposit base.

I would also like to take this opportunity to



congratulate Khushhali Bank's competent and diligent workforce for their ceaseless efforts in attaining operational excellence despite being faced with immense challenges. Our corporate leadership remains committed to investing in our human resources and maximizing their professional skill sets through regular training programs.

Our outstanding performance over the years has earned Khushhali Bank many prestigious awards, and we intend to continue on this trajectory of remarkable success in the years to come.

Khushhali Bank's network of over 240 branches has extended significant micro-loans with the primary aim of supporting and rebuilding the lives of our countrymen by creating the right combination of circumstances through community empowerment, independence, and enterprises. In this spirit, Khushhali Bank has also recently introduced a specialized Small and Medium Enterprises (SME) channel called "Khushhali Karobar" which provides customized Term-Financing and Running-Financing facilities with generous lending limits of up to PKR 3 million.

Our vibrant newsletter – "Grassroots" – has been conceived to share our insights, highlight our accomplishments, and create fresh opportunities to learn. It helps us in formulating and implementing new strategic plans and resourceful initiatives to fulfill our corporate social responsibility. Under our CSR program, we directly contribute to SDGs #4, #6, #8, and #10. Some of our key projects are "Drinking Water for Khushhali" where we provide clean drinking water by installing filtration plants, solar pumps, hand pumps, and water coolers in regions where it is not readily accessible; collaboration with multiple organizations to provide wheelchairs, prosthetics, assistive devices, and other equipment to PWDs to improve their mobility; facilitating access to free education in underserved communities by providing school items like books, stationery, uniforms, and bags.

As an urgent response to the recent flood onslaught, Khushhali Microfinance Bank played a frontline role in mobilizing volunteer teams in the flood-affected areas of Sindh, Balochistan, and South Punjab to provide immediate flood relief to the flood-affected families.

I feel incredibly proud to share that over the past two

decades, Khushhali Bank has facilitated many socio-economic reforms for poverty alleviation in the country. The well-being and empowerment of Pakistani women, rural communities, and other marginalized sectors are at the epicenter of these reforms. Khushhali Bank regards its personnel as its most valuable assets, and nurturing a progressive and globally competitive workforce is

its top priority. I hereby pledge every possible support to ensure a prosperous future for our institution, our stakeholders, and our beloved nation.

Wishing you the best of luck.

Sincerely,

**Ghalib Nishtar**

President & CEO,  
Khushhali Microfinance Bank Limited



## Business Highlights

In the Corporate affairs unit, the 3rd Quarterly board & its sub-committees' meetings of 2022 were held on the 22<sup>nd</sup>, 23<sup>rd</sup>, and 25<sup>th</sup> of August, 2022, wherein the BOD reviewed the Covid-19-affected portfolio and tax amendments.

Active Borrowers



Ytd Loan Service



Ytd Disbursement



Active Savers



GLP



## Khushhali Karobar Expands

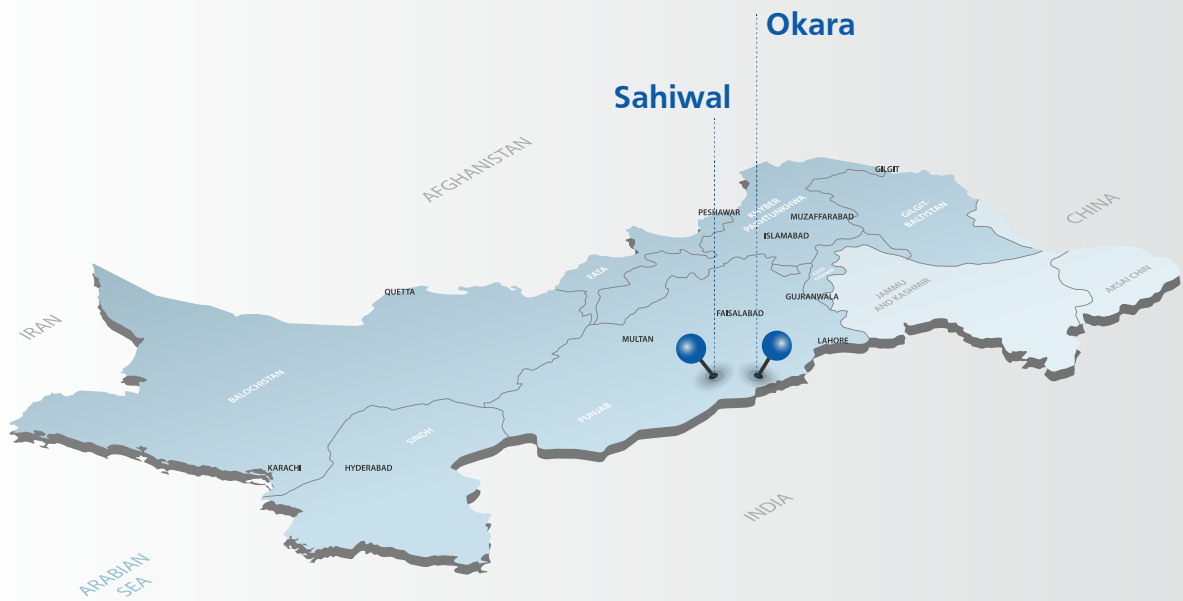
Khushhali Karobar-SME Banking Division started its operations on June- 21 and by end of Sep-22, it has nine operational branches at Gujranwala, Gujrat, Sialkot, Faisalabad, Sargodha, Sheikhpura, Sahiwal, Okara & Lahore. By end of 2022, the Khushhali Karobar network will be further expanded by opening three new branches in Punjab & KPK to enhance outreach and increase financial inclusion with a special focus on women-led enterprises. Khushhali Karobar has achieved the following business numbers by the end of Q3:

Khushhali Karobar - SME	
Term Finance clients	84
Total Disbursement	160,540,000
Running Finance clients	92
Total RF Limit Approved	185,958,000
Disbursement of SME	346,498,000
Total Loans Serviced	176
GLP	284,456,554
Active clients	171
Total Deposit Amount	238,897,788

## Launch of new “Khushhali Karobar” branches-Sahiwal & Okara:

Khushhali Karobar distribution channel continues its expansion plan for 2022 with the opening of a new SME branch at Sahiwal & Okara. Sahiwal will also be the third SME Area office. Head SME along with Area & branch team inaugurated the launch of branches.





## 22 Years of Excellence

In twenty-two years, Khushhali Microfinance Bank has extended more than twelve million micro-loans to Pakistanis, with the primary aim of supporting and rebuilding ordinary lives by creating the right combination of circumstances through community empowerment, independence, and enterprises.

More proof that we're giving common people an uncommon advantage to realize their full potential, which is why Khushhali Microfinance Bank is more than a bank.



## KMBL Crosses 100 Billion Deposit Mark

Khushhali Microfinance Bank has crossed the Rs. 100 Billion deposit base threshold, which further solidifies our position as the leading microfinance bank in Pakistan. We owe it all to the irrevocable trust placed by our customers and take pride in the shared ownership and commitment of our staff, which has allowed KMBL to become Pakistan's bank of choice. KMBL congratulates all the stakeholders on this achievement and vows to continue to be customer-centric in the efforts to bank the unbanked as we move toward a digital future.



## Employee Development is a Top Priority

Four days training program on “Performance Excellence in Branch Banking Operations” for newly promoted Assistant Operations Managers was held at # NIBAF, Islamabad on August,22.

Participants learned how to manage branch banking operational activities such as branch operations, cross-selling, staff supervision and development, sales management, and customer service.



Participants were trained on new functional competencies that will help them to handle all technical activities related to Bank Operations Management and will boost their confidence when dealing with customers, both internally and externally.

The training program also covered a wide range of other critical functions, including Compliance, Regulatory, KYC- CFT & AML, RAST, CAD, Operational Risk Management, IT security, and people management which are pivotal to an Operations Manager's function.





## Achieving Business Growth with Convenient Financing Services

A developing nation like Pakistan must support talented entrepreneurs for nurturing more productive businesses for faster socioeconomic growth. The 'Small & Medium' businesses in Pakistan are founded and operated by talented individuals with innovative ideas, but their growth may be restricted due to resource limitations. Khushhali Microfinance Bank has the vision to unleash the true potential of these entrepreneurs, by providing them with affordable and convenient financial resources and robust investment models, to help them tap bigger opportunities for prosperity.

This is the story of Shahbaz Ahmed – a customer of Khushhali Microfinance Bank Limited. Shahbaz is successfully running his own 'Surgical-Instruments Manufacturing & Trading Business' in Miana Pura, Sialkot. Over the recent years, Shahbaz had acquired deeper knowledge and a valuable skillset, so he felt ready to expand his business in the domestic as well as international markets. However, he needed to make an additional investment to upgrade his factory, train a better workforce and enhance the productive capacity of his operations.

He also needed this additional amount to manage the growing challenges in the business environment; more uncertainty & fluctuation in the cost-of-production and retail prices, high inflation rate, and increasing competition in the vast surgical-instruments market.

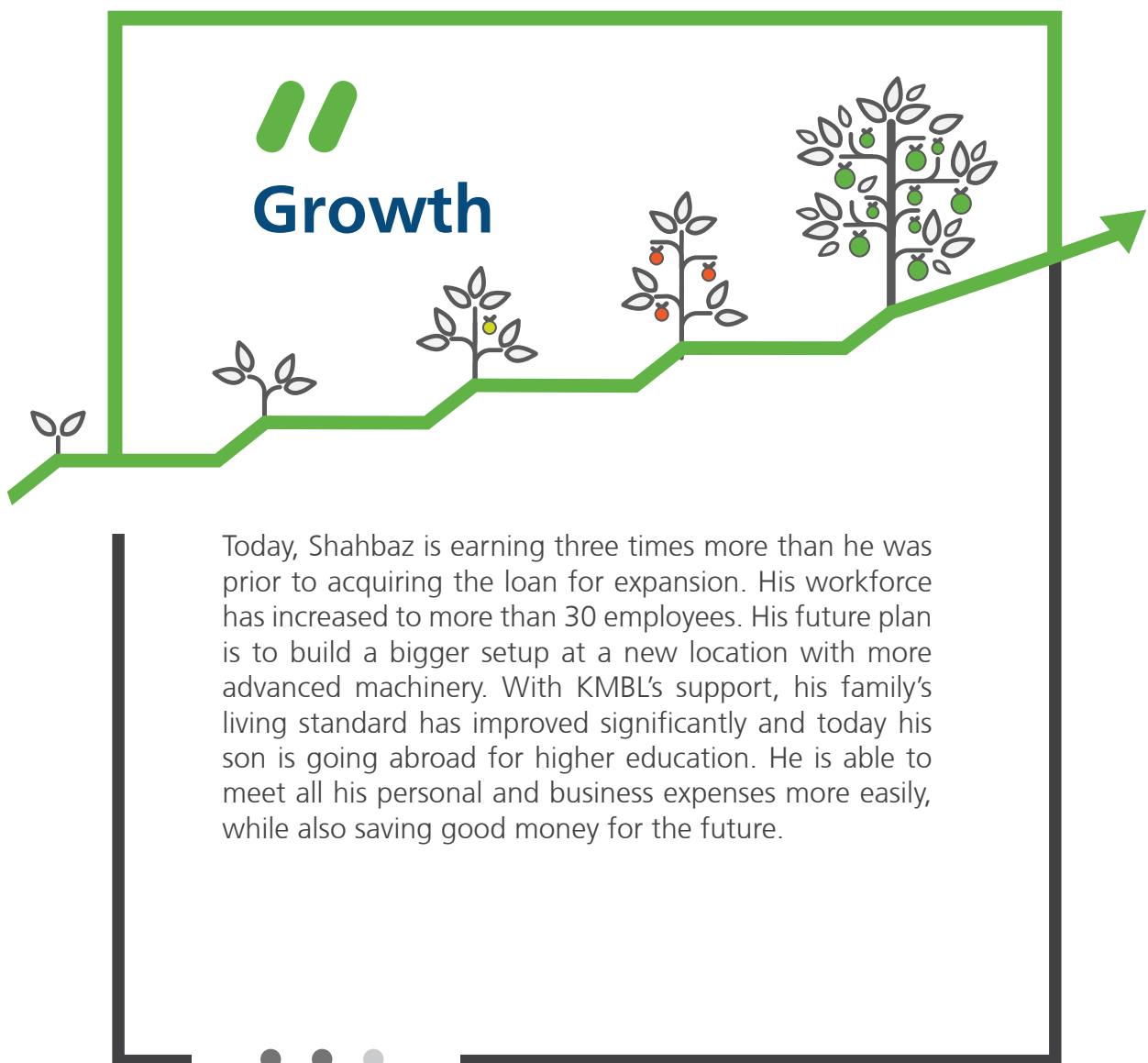
A few years ago, when the Covid-19 outbreak debilitated the global socio-economic conditions, Shahbaz's business was also impacted by unprecedented challenges. Before this pandemic, the raw material suppliers

were offering credit facilities to Shahbaz and other credible manufacturers.



However, after the pandemic and international crisis, raw materials could only be purchased in a cash payment. Hence, the cash flow of Shahbaz's business was also disturbed and he needed financial assistance for sustainable growth.

Fortunately, one day, he saw an advertisement for Khushhali Microfinance Bank Limited (KMBL) and contacted this prestigious financial institution. Shahbaz was able to choose a loan package, which best suited his requirements to expand his business. Once he acquired this additional investment, his personal business grew rapidly and its sales volume doubled. With this convenient and affordable funding available to Shahbaz, he was able to purchase more raw materials and hire more skilled human resources. With better training and prosperity, his workforce is now motivated to work more diligently and accelerate business processes, to achieve higher productivity with better quality to capture more markets.





# Improving Access to Drinking Water

## Helping our Communities Access Safe Drinking Water

Availability and quality of drinking water are huge concerns for Pakistan. The country is not only suffering from a severe shortage of drinking water, there is also a growing concern over the quality of drinking water available for domestic use. The situation is further

### SDGs Contributed



Drinking Water for Khushhali

aggravated by heat waves and droughts driven by climate change. Access to clean water changes everything; it's a stepping stone to good health and development. Water and poverty are inextricably linked. Poor access to water and insufficient sanitation affect the health of the poor, their food security, and their prospects for making a living. Khushhali Microfinance Bank through its CSR program 'Drinking Water for

Khushhali' aims to help our communities in accessing safe drinking water. Over the years, Khushhali has taken a number of initiatives, including the installation of filtration plants, solar pumps, hand pumps, and water coolers, to provide safe drinking water to thousands of people across the country. Continuing its efforts, KMBL completed the installation of a solar-powered drinking water pump

to help the water-stressed communities of the village Kagia Chachro, District Tharparkar. The solar pump has been a great success and is providing drinking water to more than 400 people in this water-stressed village. In another effort, KMBL installed water coolers with filters in different schools in Patoki and Farooqabad to ensure that children in these schools have access to clean drinking water.

With these initiatives, KMBL is making direct contributions to Sustainable Development Goal #6, by facilitating equitable access to safe and affordable drinking water for all, through

hand pumps,  
filtration plants,  
and water  
coolers.





Inspiring an  
Inclusive **Society**  
for Persons with  
**Disabilities**

## Enabling Rehabilitation & Reintegration of Persons with Disabilities

Khushhali Microfinance Bank Limited is committed to promoting full and equal participation of individuals with disabilities in all segments of the society, to enable accelerated development. KMBL salutes the courage and resilience of the 'Persons with



Disabilities' and promises to continue its efforts for their inclusion in the society.

Mobility is the first and most critical hurdle faced by a physically challenged individuals, as it severely affects the lifestyle, education, livelihood and career of that person. Therefore, Khushhali Microfinance Bank Limited (KMBL) is working in partnership with multiple organizations, across Pakistan, to

### SDGs Contributed



improve the mobility of PWDs by means of; prosthetics, assistive devices and other equipment.

Recently, Khushhali Microfinance Bank Limited partnered with Dawood Global Foundation - The Ladies Fund to provide wheelchairs to physically challenged individuals of Karachi. The distribution ceremony was organized at the Association of Physical

Handicapped Adults, Gulistan e Johar, Karachi. Wheelchairs were provided to people from underserved communities including children.

Through these initiatives, KMBL is making direct contributions to Sustainable Development Goals #8 and #10 by empowering and promoting the social, economic, and political inclusion of everyone, particularly Persons with Disabilities, and by facilitating their reintegration into society.





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تے میں اعلیٰ و گہر پیدا

جانِ محمد

علم میں کی میراث ہمارا

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# Educating the Future of Pakistan

khushhali

khushhali

BEST MICROFINANCE BANK AWARDS



# EDUCATION FOR KHUSHHALI – AN EFFORT TO SUPPORT UNDERPRIVILEGED STUDENTS

Education is the key to a bright future for a developing nation like Pakistan. However, it is not easy for the students from underserved segments of society to pursue quality education. Therefore, KMBL has taken up the responsibility to bridge this gap, by assisting these students through its exemplary CSR Program.

KMBL believes that education, when done right, helps develop a solid foundation, enabling the young people to make better choices for their future. Striving to support the children in the underserved communities of Pakistan, KMBL is helping them in getting education, to turn their dreams into reality. Through a comprehensive CSR need-assessment, KMBL is identifying schools in the remote areas of Pakistan, where students are in dire need of educational support. The bank is providing them with essential items, including; books, stationary, uniforms and bags, to continue their education and empower the deserving communities.

Sharing smiles among the students of Government primary school Akhoon bhandi and Government primary school Dobandi bala Haripur, Khushhali Microfinance Bank Limited (KMBL) had an inspiring visit to the schools. KMBL's team encouraged the students and presented hundreds of school-bags, stationary and gifts to the deserving students.

Continuing the effort, KMBL's volunteers also visited several schools in Lalamusa, Kamoki and Pindi Bhattian, cities in the vicinity of Gujranwala Area. KMBL's team encouraged the students and presented

## SDGs Contributed



hundreds of school-bags, stationary and uniforms to the deserving students. Through such generous initiatives, KMBL is fulfilling its social commitments and making direct contributions to Sustainable Development Goals #4 and #8, by facilitating access to completely free, equitable and quality education, for both, primary and secondary level boys and girls, while trying to reducing the proportion of the youth, who are deprived of employment, education or training.





Khushhali  
**Flood Relief**  
Initiative

## Khushhali Stands with the Flood Affectees of Pakistan

The terrible storms, floods, and landslides brought on by this year's high monsoon rains in Pakistan have affected almost 33 million people, including millions of children as well. Homes, farms, and vital infrastructures such as roads, bridges, schools, hospitals, and public health facilities were destroyed.

As floodwaters slowly recede, the sheer scale of damage is being revealed. Hundreds of thousands of homes have been damaged or destroyed, while many public health facilities, water systems, and schools have been destroyed or damaged. Young children are living out in the open with their families, with no drinking water, no food, and no livelihood, exposed to a wide range of new flood-related risks and hazards, including damaged buildings and drowning in floodwaters.

The Government of Pakistan has estimated more or less \$30 billion worth of losses in the shape of damage to roads, bridges, homes, livestock, and crops. Now the real challenges before the Government are the reconstruction, rehabilitation of the flood-hit 33 million people, cultivation of crops afresh, and arrangement of food for the people.

Following the devastating floods, there was a dire need for immediate flood relief for the affectees, particularly the people who have been displaced from their homes. In this hour of need, KMBL mobilized teams of its volunteers in the flood-affected areas and distributed food packages in the affected districts of Dera Ghazi Khan, Fazilpur, Jampur, Kot Chutta, Kot Mitthan, Muhammad Pur Dewaan, Rajanpur, Tibbi, Taunsa, and Khairpur. Furthermore, KMBL arranged tents and sheets for the flood affectees of Khaipur, and Sindh, and organized medical camps in remote villages where medical check-ups were conducted and free medicines were provided to the people.





For Feedback & Comments email: [pr.desk@kb.com.pk](mailto:pr.desk@kb.com.pk)  
Contact 55-C, 5th Floor, Ufone Tower,  
Jinnah Avenue, Blue Area, Islamabad.  
Tel: +92 (51) 111 092 092, Fax: +92 (51)-9334045  
Help Line: +92 (51) 111 047 047, [www.khushhalibank.com.pk](http://www.khushhalibank.com.pk)

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