**Jaipuria Institute of Management Indore**

**PGDM – 1921 Term IV**

**End Term Examination – Micro Finance**

**MM: 40**

* **All Questions are compulsory**
* **Each question is of 20 marks**

Q1. **Analyze the case below, identify problem and recommend course of action to prevent recurrence of such incidents to the CEO, POORCARE Micro Finance.**

MD of the POORCARE MF entered the meeting room with tension on his face. HR Head, Business Development Head, Head Internal Audit and Branch Manager were already there.

MD was almost shouting “Now tell me the entire case. How it happened?”

HR Head ventured “Sir, Branch Manager is right person to speak on the incident.”

Branch Manager- Sir, the day before yesterday we had Rs. 3.5 lakh collection in the branch. I asked Rakesh to deposit the collection in our account with the bank. Rakesh took the cash to deposit but did not return. After waiting for two hours, I deputed cashier Rambabu to bank but bank officials told him that no one came from our company to deposit the money. I deputed Rambabu to Rakesh house but he came back and told me that his house is locked and his land lord has informed that Rakesh has reportedly gone to his village. Immediately I went to Rakesh house with Rambabu and met the land-lord. We told the land lord about the incident and broke open the door of his house in presence of land-lord and the neighbors. We were shocked to see that his house was empty. We have also been trying to contact Rakesh over his mobile but it is constantly switched off.

MD- “How long Rakesh had been with the company”.

HR Head- Sir, He has been with us for almost 11 months. He was senior field staff and he was performing exceptionally well and we have received recommendation from branch as well as Business Development Head to promote him.

MD to BM- Did he deposit cash in the past too. Why did you allow him to deposit cash alone?

BM- Sir, Rakesh was an extra obliging type of person. He will do any work you ask for even if it is not expected of him. He deposited cash in the past also. Since there was only cashier Rambabu in the branch and other employees were on field duty, I asked Rakesh to deposit cash singly otherwise we usually depute two persons if the cash is more than one lakh.

MD - Did we lodge FIR?

BM- I asked the Business Development Head for filing FIR but he said that he needs to consult Head HR first.

Business Development Head- Sir, Rakesh was outstanding performer. Only last month he formed 12 groups and disbursed 6 lakhs. He was given incentive of Rs. 20000 for exceeding his target He formed these groups in the new area.

BM- Sir, We deputed Rambabu to this village yesterday afternoon for verification of loan given to these groups but came to know that none of the groups exist.

MD- That means all the loans given by Rakesh are fake. Do we have system of verification of new loans? What Internal audit department is doing?

Head Audit: Sir- As per practice verification is done by field people and branch Head. Inspection officers do random checking. It seems no verification was done as disbursements took place last month only. We need to improve our system.

MD- Whether HR department is doing any verification of new recruits?

HR Head- Sir, We verify details through police. I have seen the file today morning. Police verification is pending.

MD- God helps us! I do know how many more Rakesh we had in this company.

**Q2. Analyze the News article on on Self Help Group**

**Village SHGs take up cause of women’s health**

For years, self-help groups (SHGs) have been a village woman’s friend in need. They have bailed out women from clutches of moneylenders and helped them find a voice in everyday house-hold decision-making.

The ‘samooh’, as SHGs are known in villages, has now started working for the well-being of women’s health.

A visit to some SHGs in Amethi shows hope for samooh being the platform for preventive health care. Interaction with at least 10 ‘samooh sakhis’, who lead the SHGs, suggests that their SHGs were serving as a platform for knowledge sharing on a variety of health issues including maternal and newborn care, besides crucial lifesaving interventions like breastfeeding and kangaroo mother care.

Jyoti SHG in Naraini village for instance works to promote immunization, encourage pregnant women to go for mandatory health check-up and motivates women to exclusively breastfeed their babies. Likewise, Mahalakshmi group emphasises on spacing between children to keep their member’s health.

Aarti SHG has included “saving for health” in their preamble while Vaibhav Samooh in Parsawa village says good nutrition is the key to a good future. Shiv Kripa and Lakshmi SHGs have made their members pledge health prevention to keep financial crises away.

The trend is being documented by social organisations. One such assessment group affiliated to Rajiv Gandhi Mahila Vikas Pariyojana (RGMVP) showed that health issues were discussed regularly by 70% of the groups with about 50% emphasizing on prevention. Almost all of them lend money for health needs, particularly child birth.

“The SHG leaders became resource persons for other members and pass on knowledge on health seeking behaviours,” said PS Mohanan, state program director for RGMVP.

Some of them have even developed ways to track pregnant women and children and follow up with them.

The SHGs are full of testimonies attesting to the benefits of their emphasis on health.

Analyse the news and explain contribution of Rajiv Gandhi Mahila Vikash Pariyojana in social and economic empowerment of women through SHG program?