



DIGITAL LENDERS ASSOCIATION OF INDIA

QUARTERLY NEWSLETTER

Volume 5

APRIL – JUNE 2024



External Engagements

Date	Engagement Type	Details
April 4, 2024	Consultation Meeting with Dvara Foundation	DLAI had a meeting with senior representatives of the Dvara Foundation to discuss and operationalize industry Grievances Redressal Management framework development and capacity building of Grievances Redressal Officers (GROs).
April 30, 2024	A conference of FinTechs and Law Enforcement Agencies was organized by the Department of Financial Services (DFS) at Vigyan Bhawan, New Delhi in collaboration with I4C, MHA, Gol.	DLAI was invited to represent the sectoral voice and issues faced by the sector. A detailed presentation was delivered by the CEO, DLAI on challenges faced by the sector and customers on cyber fraud-related issues in the fintech industry. The presentation also highlighted initiatives like Fintech Suraksha and the DLAI's members' list (white-list). The meeting was attended by members of DLAI.
May 27, 2024	DLAI met with MD, Nabsamruddhi Finance Limited	DLAI met with MD of Nabsamruddhi Finance Limited to discuss major developments in the digital lending industry and share views on fintech, focusing on cybersecurity and end-client protection in digital lending.
June 7, 2024	Meeting with Shri Suwendu Pati, CGM (FinTech Department), Reserve Bank of India,	A meeting was held with senior officers of RBI (FinTech Dept.) regarding the state of the sector, critical challenges and initiatives taken by DLAI.
June 20, 2024	World Bank and IMF, Financial Sector Assessment Program	A meeting to discuss access to finance for MSMEs was held with S Rani from the World Bank


Representations/Comments to RBI

Date	Details
May 30, 2024	Comments on Draft Circular on Digital Lending – Transparency in Aggregation of Loan Products from Multiple Lenders
May 30, 2024	Regulation of Payment Aggregators (PAs) – Draft Directions

DLAI Governance

- ✓ DLAI's SRO Committee meeting for Q1 2024-'25 was conducted on April 12, 2024.
- ✓ DLAI's Membership Committee meeting for Q1 2024-'25 was conducted on April 19, 2024.
- ✓ DLAI's Policy, Product & Tech Committee meeting for Q1 2024-'25 was conducted on May 2, 2024.
- ✓ DLAI's Knowledge Committee meeting for Q1 2024-'25 was conducted on May 10, 2024.
- ✓ DLAI's Board of Directors meeting for Q1 2024-'25 was conducted on June 8, 2024.
- ✓ An Extraordinary General Meeting of DLAI members was conducted on June 30, 2024.

DLAI Outreach Through Partner and Networking Events

Date	Event Title	Details	
April 26, 2024	ETBFSI NBFC Connect: Insights and Strategies	DLAI partnered with the event and participated in a panel discussion, discussing advancements and strategies in digital lending and the NBFC sector.	
May 6-7, 2024	Dubai Fintech Summit 2024	DLAI partnered with the Dubai FinTech Summit, where DLAI highlighted India's fintech achievements and served as an Ambassador.	
June 14, 2024	ETBFSI Finnext Summit	DLAI joined the ETBFSI Finnext Summit as associate partner	
June 21, 2024	10th National Summit on NBFCs and Infrastructure Financing	DLAI partnered with ASSOCHAM to discuss the role of regulatory measures in strengthening the financial ecosystem.	
June 27, 2024	ETBFSI Legal Summit	DLAI partnered with the event and participated as a panellist, discussing the balance between innovation and regulatory adherence in the fintech sector.	

DLAI Advisory Council

DLAI is pleased to inform members that we have inducted three distinguished former Reserve Bank of India (RBI) executives into DLAI's Advisory Council:

- **Dr. Sathyan David:** Former Chief General Manager (Supervision) at RBI, brings a wealth of experience in financial supervision and regulation, which will be invaluable in our efforts to advocate transparent and fair practices in the fintech ecosystem.
- **Mr. S.N. Panda:** With a distinguished career in regulatory roles, including the development of digital payment systems, Mr. Panda's insights will be critical in promoting best practices among our members.
- **Ms. Alpna Killawala:** As the former Principal Adviser, Department of Communication at RBI, her expertise in public communication and media relations will help DLAI effectively engage with stakeholders and foster a better understanding of the fintech landscape.

Their extensive expertise will greatly enhance DLAI's mission to foster responsible fintech in India.

Webinars, Workshops and Roundtable Meetings

Date	Webinar Title	Details	
April 8, 2024	DLAI – ONDC Webinar	DLAI facilitated its members’ participation in a webinar by ONDC. The discussion focused on market gaps affecting Indians due to high acquisition costs and lack of standard APIs. Members learnt about efforts to democratize financial services through low-cost distribution, marketplace discipline, and innovation in credit, investments, and insurance, highlighting opportunities for digital lenders to unlock new revenue streams and scalability. The webinar was attended by 80 delegates.	
April 16, 2024	DLAI – Customer Protection in Digital Lending workshop	Customer protection in digital lending is paramount. Consensus-based self-regulation ensures transparency and guards against predatory practices by unauthorized lending apps. Today in Bengaluru, DLAI led a discussion on empowering consumers with knowledge and rights to safeguard against exploitation in the digital lending landscape. 55 delegates attended the workshop.	
April 17, 2024	DLAI Fintech Roundtable - Bengaluru	The inaugural DLAI Fintech Roundtable brought together prominent tech companies and delegates from the Indian FinTech sector. Discussions focused on the role of technology service providers in enhancing sector resilience and developing a framework for compliance and professional conduct. Delegates from 22 institutions attended the round table.	
April 23, 2024	RBI’s draft directions for payment aggregators	DLAI organized a webinar with experts from Khaitan & Co. and Ernst & Young on the RBI's "Regulation of Payment Aggregators – Draft Directions." Attendees gained insights into the proposed amendments and regulations shaping the PA landscape. Around 65 delegates attended the webinar	
April 24, 2024	DLAI Fintech Roundtable - Chennai	DLAI hosted discussions on standards for FinTech service providers, co-lending challenges, KYC interpretations, and combating unauthorized lending apps and cyber frauds. The in-person meeting was attended by representatives of 25 institutions	
May 2, 2024	Decoding RBI’s Draft Circular on Digital Lending	DLAI, in collaboration with Khaitan & Co., hosted a webinar to discuss transparency in loan product aggregation from multiple lenders, providing insights on the recent RBI Draft Circular. 80 delegates attended this online webinar and shared their inputs.	

Webinars and Workshops

Date	Title	Details	
May 28, 2024	Roundtable on Emerging Fintech Regulations	DLAI and Khaitan & Co. organised a roundtable to discuss regulatory landscapes and fintech growth, featuring insights from Dr. Sathyan David, ex-CGM of RBI. Delegates from 30 institutions attended the round table.	
May 28, 2024	DLAI Fintech Mixer - Mumbai	DLAI organized a Fintech Mixer in Mumbai, bringing together DLAI members and other fintech ecosystem entities. The event provided a platform for industry professionals to network, share insights, and explore collaboration opportunities. Representatives from 18 fintech institutions attended the event.	
June 13, 2024	Webinar with Ms. Alpana Killawala	<p>DLAI hosted a webinar with Ms. Alpana Killawala, former Chief General Manager at the RBI, who discussed her book “A Fly on the RBI’s Walls: An Insider’s View of the Central Bank” and shared insights on RBI communications and media engagement strategies. The session involved Ms. Killawala candidly addressing questions from the members present, covering:</p> <p>Understanding RBI Communications: Tips on interpreting RBI press releases and policies.</p> <p>Dealing with Media and Communication Channels: Best practices and unwritten codes of conduct for engaging with media and the RBI. The webinar was attended by Delegates from more than 36 member organisations.</p>	
June 28, 2024	DLAI Member’s Consultation meeting on Sectoral issues	DLAI alongwith Khaitan & Co. conducted a consultation meeting with DLAI members covering key sectoral issues: challenges with Digital Lending Guidelines, concerns over the 5% FLDG cover for long-term loans, operational difficulties in co-lending, stringent KYC requirements for MSMEs, fraud prevention, and data protection. Discussions also covered MSME funding issues, flexibility in UPI credit and digital lending, pricing and credit quality concerns, risk weightage for MSMEs, and the need for continuous advocacy for regulatory clarity and flexibility. Representatives from 25 member institutions attended the consultative meeting.	