

2018 Customer Centricity Learning Event
List of Participants

Institution	Name
Financial Service Provider	
AMK	Pete Power
Annapurna Finance	Ananya Pan
Arab Gulf Fund for Development (AGFUND)	Badr El Din A. Ibrahim Abdel Majeed
Arab Gulf Fund for Development (AGFUND)	Nasser Al-Kahtani
ASHRAI	A. K. M. Kamrul Hasan
ASHRAI	Md. Abdul Wohab
ASHRAI	Mohammad Ahsan Ali
ASHRAI	Md. Golam Mostofa
ASHRAI	Md. Nurul Islam
ASHRAI	N N M Tauhidunnabi
ASKI	Divina Gracia Concepcion Santos
ASKI	Mary Jane Planas Macapagal
Aye Finance	Sanjay Sharma
Chamroeun Microfinance	Bunrith Ly
COAST Trust	Tarik Sayed Harun
Community Economic Ventures, Inc.	Joy May Undag Maduro
CreditAccess Grameen Limited	Gururaj Rao
Dungganon Bank Inc.	Corazon Abello Henares
Equitas Small Finance Bank	John Alex
Equitas Small Finance Bank	PN Vasudevan
ESAF Small Finance Bank	Beena George
ESAF Small Finance Bank	Paul Thomas
ESAF Small Finance Bank	Reji Koshy Daniel
ESAF Small Finance Bank	Sandhya Suresh
FIDRA	Nadège Djatty
FINCA	Zarlasht Wardak
Fincare Small Finance Bank	Kishore Mangalvedhe
Fincare Small Finance Bank	Prakash Sundaram
Fincare Small Finance Bank	Rakesh Das
Fundación Génesis Empresarial	Edgardo Perez Preciado
Fusion Microfinance	Shalini Singh
GES-CI	Elodie Ama Koffi
IDFC Bank	Ashish Singh
Kabalikat Para Sa Maunlad Na Buhay Inc.	Hazel Christine Rosacia Bayaca
Kabalikat Para Sa Maunlad Na Buhay Inc.	Maria Cecilia Vicencio Wee
KOMIDA	Muhammad Hakim
KOMIDA	Sugeng Priyono
MUCREF-CI	Arsène Kouakou
Muktinath Bikas Bank	Til Bahadur Gurung
Musoni Microfinance	Juliet Ongwae Ongwae
National Microfinance Bank	Sameh Ramadan Al Mahariq
Negros Women for Tomorrow Foundation Inc.	Danielle Ramona Ramos
Negros Women for Tomorrow Foundation Inc.	Gilbert Stephan Sajo Maramba
Negros Women for Tomorrow Foundation Inc.	Maria Teresa Locsin Montelibano
Negros Women for Tomorrow Foundation Inc.	Marian Frances Ledesma
Negros Women for Tomorrow Foundation Inc.	Raymond Patrick Santiago Serios
Opportunity Bank Serbia	Mirjana Panin
Opportunity International Savings and Loans Limited	Vivian Akofa Selase Mottey
Pidim Foundation	Mohammad Akbar Hossen
Pidim Foundation	Md. Shofiullah Shivon

Institution	Name
Pioneer	Caroline Joy Gale
Pioneer	Diwata Rocha
Pioneer	Geric Laude
Pioneer Life Insurance	Lorenzo Chan
RBL Bank	Sachin Pathak
Reachfinance NBF1	Nergui Sandagjav
Samunnati Financial Intermediation and Serv.	Anil Kumar S G
SEDP-Simbag sa Pag-aseenso, Inc.	Grace Ubalde
Sevis Finansye Fonkoze	Marie-Claire Dorcely
Shepherd	Peter Palani Swami
Shram Sarathi	Rupal Ganesh Kulkarni
Swarna Pragati Housing Microfinance	Ramesh Aravamuthan Kumar
TYM Microfinance Institution	Tram Minh Pham
UNACOOPEC-CI	Francis Ahoutou Kouamé
UNACOOPEC-CI	Viviane Essé Gbagba
Vaya Finserv Private Limited	Jagadish Ramadugu
Vaya Finserv Private Limited	Sateesh Kumar
Vaya Trust	Sivani Shankar
Funder	
AFD	Charlotte Beck
AFD	Christine Poursat
Bill & Melinda Gates Foundation	Pawan Bakhshi
Michael & Susan Dell Foundation	Geeta Goel
Swiss Agency for Development & Cooperation	Hans Ramm
Asset Owners and Investment Managers	
ACCION Technical Advisors India	Abhishek Agrawal
Bamboo Capital Partners	Ximena Escobar Escobar
Bharat Inclusive Technologies, CIIE	Tanuj Bhojwani
Caspian Impact Investments	Aishwarya Pramod
CDC Consult Ltd.	Seth Amo-Nyarkoh
CDC Consult Ltd.	Stella Seyram Dzandu
CDC Group	Alice Kehoe
CDC Group	Gaurav Malhotra
Deutsche Asset Management	Sarah Howe
Développement international Desjardins	Alexandre Cote
Dia Vikas Capital	Manas Bid
Dia Vikas Capital	Padma Rajpal
Dia Vikas Capital	Saneesh Singh
Gojo & Company, Inc.	Praachi Gandhi
Grameen Credit Agricole Microfinance Foundation	Caroline Brandt
Grameen Credit Agricole Microfinance Foundation	Eric Campos
Grameen Credit Agricole Microfinance Foundation	Jurgen Hammer
Grassroots Capital/ Caspian Impact Investment Adviser	Anna Hamilton
Incofin IM	Danent Llnarin Liv
Incofin IM	Aditya Bhandari
Incofin IM	Sipika Nigam
NpM, Platform for Inclusive Finance	Catalina von Hildebrand
Oikocredit (Maanaveeya Development & Finance)	Madhavi Potay
Omidyar Network India Advisors	Smita Aggarwal
SIDI	Estelle Marcoux
Symbiotics Group	Shefali Saldanha
Triple Jump	Christophe Bochatay
UNCDF	Paul Luchtenburg

Institution	Name
Association - Regional and National	
APSPD-CI	Arsène Appiah Kouamé K
APSPD-CI	Cyrille Aka Tanoé
Associate FDC/BWTP	Nina Nayar
Azerbaijan Micro-finance Association	Zhala Elbrus Hajiyeva
Cambodia Microfinance Association	Techkung Ear
Center for Financial Inclusion at Accion	Elisabeth Rhyne
Ghana Association of Microfinance Companies	Collins Amponsah-Mensah
Ghana Association of Microfinance Companies	Joseph Kwame Donkor
Inclusive Finance Network Luxembourg	Catherine Van Ouytsel
Microfinance Council of the Philippines, Inc. (MCPI)	Allan Sicat
MIMOSA / European Microfinance Platform (e-MFP)	Daniel Rozas
MMFA	Khine Zar Thant
Myanmar Microfinance Association	Myo Nyunt
Union of Credit Organizations of RA	Lena Mamikonyan
Union of Credit Organizations of RA	Luiza Igraryan
Vietnam Microfinance Working Group	Mai Thi Tuyet Nguyen
Vietnam Microfinance Working Group	Viet Anh Tran
Global Networks of FSPs	
ACCESS Development Services	Vipin Sharma
ADA	Mathilde Bauwin
ADA	Sarah Canetti Canetti
ADA	Wendy Bethania Medrano
CARD MRI	Analyn Betito De Silva
CARD MRI	Angielicah Arzadon Baldo
CARD MRI	Arnie Lacurom Magbanua
CARD MRI	Arvin Arcangel Rivera
CARD MRI	Christine Mahinay Coma
CARD MRI	Crisanta Cervantes Agor
CARD MRI	Daisy Amado Magcawas
CARD MRI	Dominic Sedilla Coronel
CARD MRI	Evelyn Marteja Narvaez
CARD MRI	Katrina Pelleja Cabalteja
CARD MRI	Melany Grecia Viajante
CARD MRI	Roselle Seguenza Fernandez
Catalyst	Disksha Singh
Catalyst/IFMR	Lina Sonne
Catholic Relief Services	Thomas Kenneth Shaw
Centre Mohammed VI de Soutien à la Microfinance Solidaire	Khadija El Hantali
Centre Mohammed VI de Soutien à la Microfinance Solidaire	Mohamed Kairouani El Harti
ECLOF International	Nicolas Karambadzakis
Fundacion Paraguaya	Eduardo Gustale
Good Return	Benigne Du Parc
Good Return	Diana Tjoeng
Grameen Foundation	Prateep Chakraborty
Grameen Foundation India	Wamiq Zia
Innovations for Poverty Action	Sharada Ramanathan
Opportunity International	Calum Scott
Opportunity International	Nicole Wong
PAMIGA	Snezana Jovic
RESULTS Educational Fund	D.S.K. Rao
Smart Campaign	Isabelle Barres
Women's World Banking	Gil Lacson

Institution	Name
Rating or Auditing Agency	
CERISE	Cecile Lapenu
M-CRIL	Frances Sinha
MicroFinanza Rating	Aldo Moauro
MicroFinanza Rating	Lucia Spaggiari
Government and/or Regulator	
Bank of Lao	Khamvilay Kadoudom
Myanmar Financial Regulatory Department	Aye Su Lwin
Myanmar Financial Regulatory Department	Kyaw Lwin
Myanmar Financial Regulatory Department	Thu Zar Myint
NABARD	Nagoor Ali Jinnah
NABARD	P Veerashankar
State Bank of Vietnam	Duc Ngo
Technical Service Provider	
ACCESS ASSIST	Keerti Bhandary
ACCESS ASSIST	Radhika Agashe
ACCION Technical Advisors India	Liza Guzman
ACCION Technical Advisors India	Hema Sharad Bansal
ACCION Technical Advisors India	Shweta G Pereira
Ankuram Social Ventures	Veena Yamini Annadanam
Catalyst	Gaurav Singhal
Catalyst	Preethi Rao
Catalyst/IFMR	Badal Malick
Consulta	Adre Schreuder
Consulta	Ineke Prinsloo
EA Consultants	Barbara Magnoni
Grameen Foundation India	Devahuti Choudhury
Grameen Foundation India	Rahul Ranjan Sinha
Grameen Foundation India	Shivanjali Mehta
IPC - Internationale Projekt Consult GmbH	Sathya Krithivasan
Kaihatsu Management Consulting	Akiko Yoneyama
MicroSave	Akhand J Tiwari
MicroSave	Graham A.N. Wright
MicroSave	Nitin Malik
Moonraft Innovation Labs	Nitika Sood
Nathan Economic Consulting India	Ramesh Karuppusamy
Sesame Workshop India	Sashwati Banerjee
Fintech Provider	
Capital Float	Prasad GR
JUMO	Buhlebenkosi Miranda Brighton Goslar
Kaleidofin Private Limited	Puneet Gupta
Suvidhaa Infoserve	Paresh Rajde
Other	
BASIX, India	Gouri Krishna
BASIX, India	Parthasarathy Bangalore Lakshmaiah
Catalyst/Merapaper	Gaurav Karwa
Centre for Innovation Incubation and Entrepreneurship (CIIE)	Sanjay Jain
Center for Financial Inclusion Fellow	Alexis Beggs Olsen
Greenlight Planet	Svetlana D'costa
IIT Madras & Mobile Payment Forum of India	Gaurav Raina
Independent Consultant	Illana Melzer
Jana Urban Foundation	Ram - Ramdas
Management Development Institute	Alok Misra
National Institute of Public Finance and Policy	Ajay Narottam Shah
PPI / Innovations for Poverty Action	Julie Peachey
Swadhaar FinAccess	Akshay Kumar
Talbrum - HRIS (Hunar Placement Services)	Vinay Dalal
University of New South Wales	Katharine Kemp

Institution	Name
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CGAP	Greta Lynne Bull
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CGAP	Leena Datwani
CGAP	Tanaya Kilara
Dvara Trust	Bindu Ananth
Dvara Trust	Ramkumar Ratnam
Dvara Trust	Smylie Angeline Patric
Dvara Research	Malavika Raghavan
Dvara Solutions	Amit Shah
Dvara Solutions	Arun Kumar D.
Dvara Solutions	Kapil Gupta
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IFMR Capital	Nandita Prabhu
IFMR Capital Finance Pvt Ltd	Kshama Fernandes
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IFMR LEAD	John Victor Arunkumar
IFMR LEAD	Mridulya Narasimhan
IFMR LEAD	Sharon Buteau
IFMR LEAD	Suraj Nair
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LeapFrog Investments	Michael Fernandes
LeapFrog Investments	Nicole Ng
LeapFrog Investments	Raghu Kolli
LeapFrog Investments	Sahib Singh Maker
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SPTF	Diana Summerlin
SPTF	Laura Foose
SPTF	Leah Wardle
SPTF	Leticia Emme
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