

PITSTOP

Year of Innovation At FISoft Group, eSewa Introduces "सबै, सधैं, सँगै" - A Renewed Brand Promise, Fonepay Partners with SSF, Esewa Money Transfer Partners with Yehey Remit and many more.

WELCOME BACK TO PITSTOP!

Welcome back to Pitstop! Ushering in the Year of Innovation, we have lots of exciting announcements for you this month—so buckle up and let's see what's happening around the FISoft Group. First, there's a special message from our President about the Year of Innovation, followed by eSewa's renewed brand promise. After that, we have a new partnership announcement among our verticals. So, take a cozy break and jump straight into this month's buzzing edition of Pitstop!

As usual, you are always welcome to contribute to this newsletter in any part, whether you want to share a message, photo, or even recommend some songs and books. We would love to see your participation. Please email us at MarketingCommunication@fisoft.com, and we will take care of the rest.

IN THIS ISSUE

- Message From President Year of Innovation at FISoft Group
- eSewa Introduces "सबै, सधैं, सँगै" - A Renewed Brand Promise
- FISoft Group QA Team Joins Largest QA Conference, TribeQanF 2025
- Fonepay Partners with SSF to Empower Nepali Migrant Workers
- Esewa Money Transfer Partners with Yehey Remit
- #Life@FISoft

President's Pen

Hello, Tigers!

Right from the beginning of our inception twenty-two years ago, innovation has been the engine driving our progress—pioneering digital finance in Nepal that has redefined how people transact, save, borrow, and grow. Innovation isn't just something we do—it's who we are. We've never waited for change—we've created it.

We celebrated the financial year 2024/25 with the theme "Year of Collaboration", which was instrumental in practicing TIGER & CLIFF values. It was a sheer joy to witness the power of collaboration & learning—people coming together, sharing ideas and knowledge, enabling and pushing each other to excel, working together to solve problems and creating impact.

As we step into the new financial year 2025/26, we carry that legacy forward with renewed focus, bold ambitions, rigor and a more organized approach. I'm excited to officially launch The Year of Innovation 2025/26 across our group of companies.

- AI Accelerator Program
- AI Hackathon
- Idea-fest
- Ideahub
- AI Lab
- AI Insights Series
- Internal Research and Innovation Labs in ARL
- Clubs and Center of Excellence (CoE) in ARL
- Innovation Recognition Programs

These initiatives are deeply rooted in our cultural pillars, which has guided our journey from the very beginning. This year, we are not just honoring that spirit, we are amplifying it.

The Growth Offices & FIARL shall lead the initiatives in coordination with P&C Function, Centers of Excellence (CoE), Clubs, Mentors and Guardians. I encourage each of you to join this movement.

Whether it's launching a moonshot idea or improving a process in your daily work, a product/service or a business idea—every act of innovation matters. Look around, ask bold questions, share your ideas, and take initiative.

Together, let's make this the year, we ignite a new era of transformation—one idea at a time. Thank you for being part of this extraordinary journey.

eSewa Introduces

सबै सधैं सँगै

A Renewed Promise of Inclusive Progress

For over 16 years, eSewa has been part of Nepal's digital journey. But beyond technology, the heart of eSewa lies in something deeper: presence, dependability, and trust. In a world where brands often speak louder, eSewa has chosen to speak with meaning. eSewa has introduced a renewed brand promise—**सबै, सधैं, सँगै**. This wasn't just the launch of a tagline, it marked a heartfelt shift in the company's journey— a reflection of its values, vision, and commitment to people. The renewed promise captures that essence in three simple words.

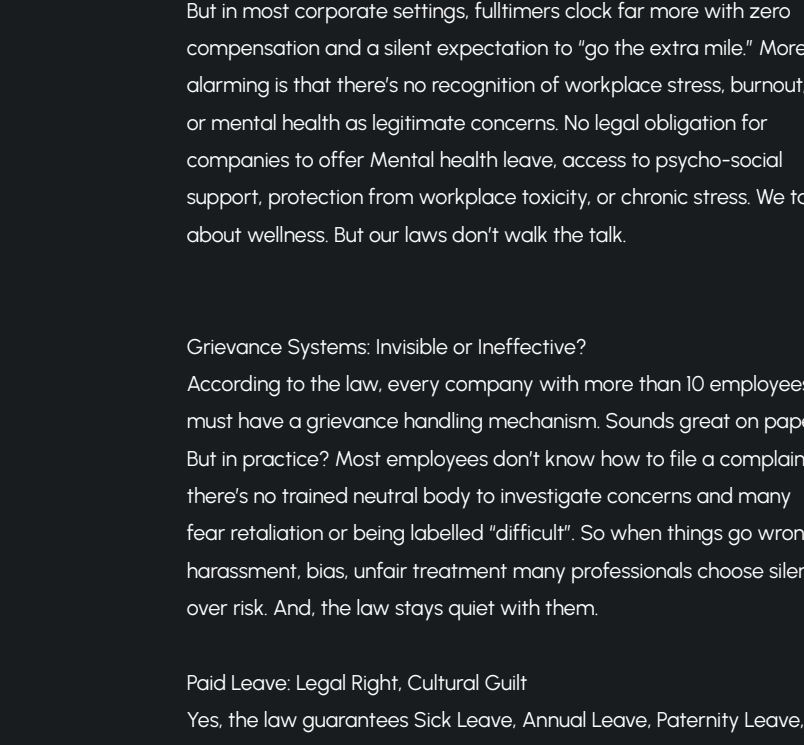


सबै (Everyone): eSewa is for all—students, seniors, merchants, agents—from remote villages to city centers. It stands for inclusive access to financial services.

सधैं (Always): It represents trust, reliability, and consistent support. eSewa is always ready, whenever users need it.

सँगै (Together): It's about partnership and shared progress. The company's journey is tied closely with its users, teams, and the communities it serves.

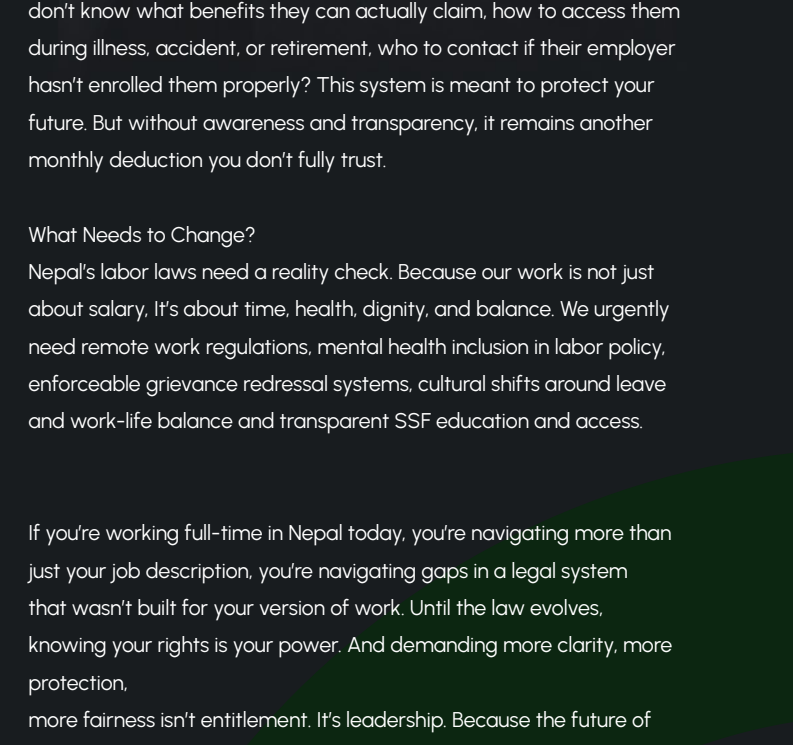
This promise goes beyond branding. It's a commitment that shapes how products are built, how customers are served, and how teams work together. It's about listening, understanding, and staying connected—always. **सबै, सधैं, सँगै** isn't just a line—it's a mindset. A quiet but strong belief that true progress happens when no one is left behind. When everyone moves forward, together.



eSewa Concluded eSewa UXperience

eSewa recently hosted its first-ever "UXperience", a hands-on event focused on user experience, collaboration, and continuous improvement. Students from the Advanced College of Engineering and Management joined the team for a day, filled with usability testing, real-time feedback, and engaging UX sessions. The initiative offered a valuable platform for young minds to learn, explore, and contribute to meaningful design conversations. With thoughtful participation and shared curiosity, the day turned into a humble step forward in building better, user-centered experiences together.

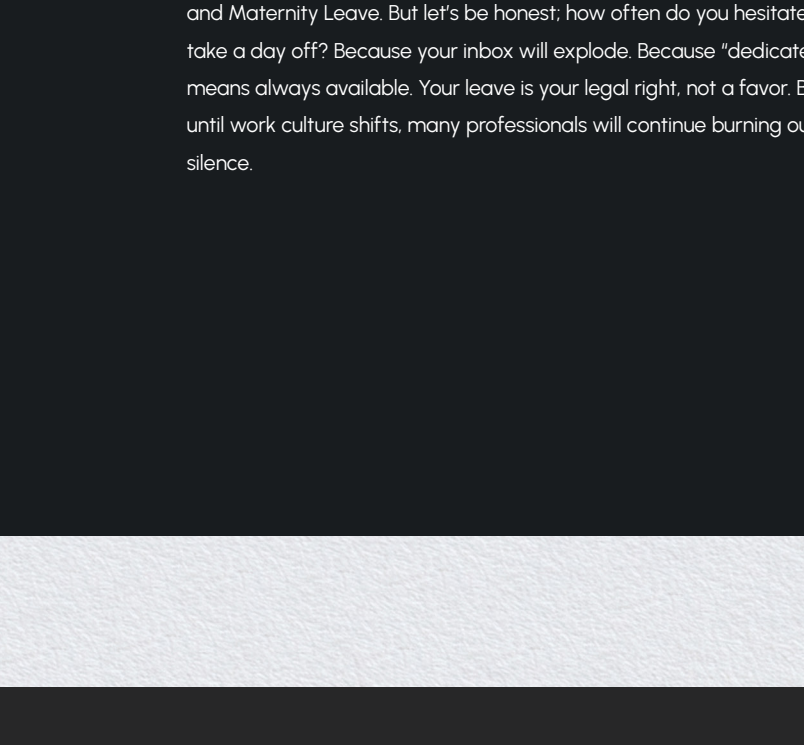
[Know more about the session](#)



FISoft Group QA Team Joins India's Largest QA Conference, TribeQanF 2025

The QA team from FISoft Group recently participated in TribeQanF 2025, India's largest QA conference, bringing together quality assurance professionals from across the region. Representing FISoft Group in this international platform, the team engaged in insightful sessions, workshops, and discussions focused on the latest trends in software testing and quality engineering. It was a valuable opportunity to exchange ideas, gain fresh perspectives, and bring back knowledge that will further strengthen the quality standards and innovation in the digital space.

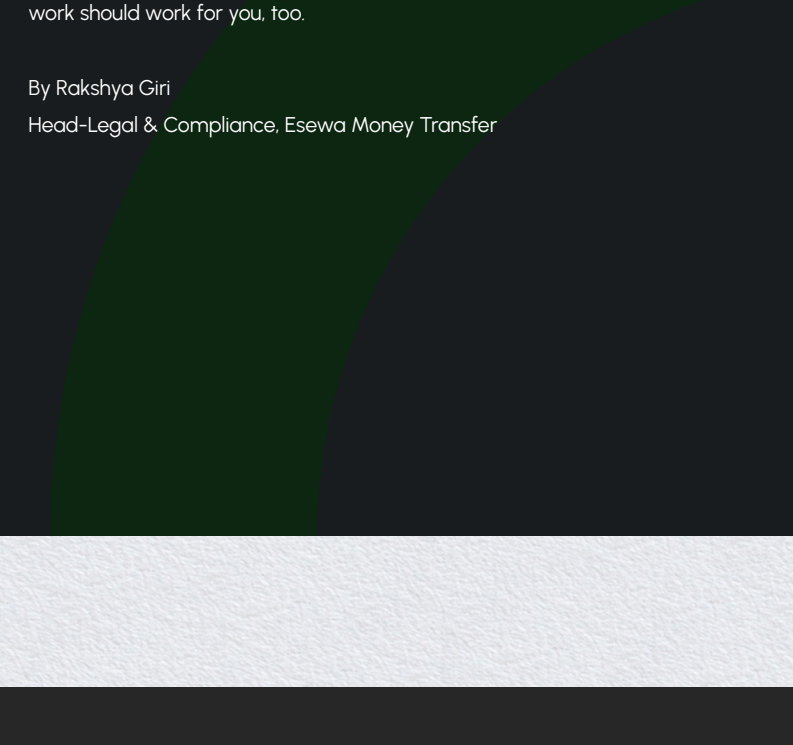
[Read more](#)



Fonepay Partners with SSF to Empower Nepali Migrant Workers

Nepali migrant workers contribute to Nepal's social security system directly through mobile banking apps under the Fonepay Network. This collaboration ensures a faster, safer, and more convenient process for workers abroad. The MoU, signed by Fonepay COO Parva Kulkarni and SSF Executive Director Kabaju Adhikari, aims to strengthen migrant workers' connection to Nepal's social protection system and promote the use of formal financial channels. It's a step toward greater financial inclusion and making government services more accessible through digital innovation.

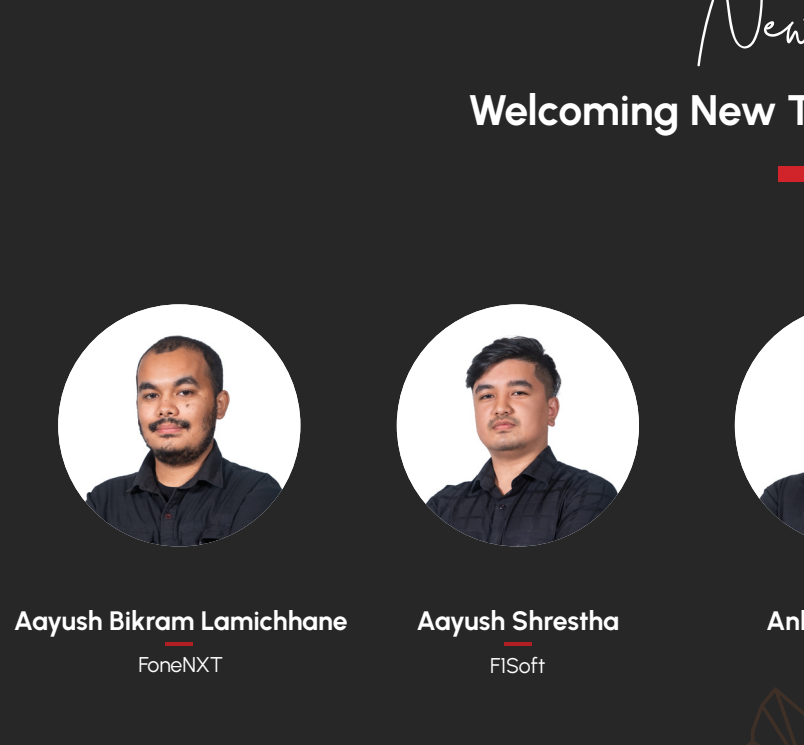
[Know more about the partnership](#)



Fonepay and NPCI International Mark Over 1 Million UPI Transactions in Nepal

Fonepay and NPCI International have surpassed 1 million UPI transactions in Nepal since their partnership began in February 2024. This cross-border payment collaboration allows Indian visitors to make QR-based UPI payments at Fonepay merchants using any UPI-enabled app. The collaboration was established with a shared vision of enabling seamless and secure cross-border payment solutions between India and Nepal. The service has seen strong uptake, especially in Kathmandu, Pokhara, and Kalika, with over NPR 2 billion in transaction volume. Today, more than 100,000 merchants across all 77 districts of Nepal accept UPI payments, with high adoption in the retail, hospitality, and tourism sectors—marking a major step in seamless India-Nepal digital transactions.

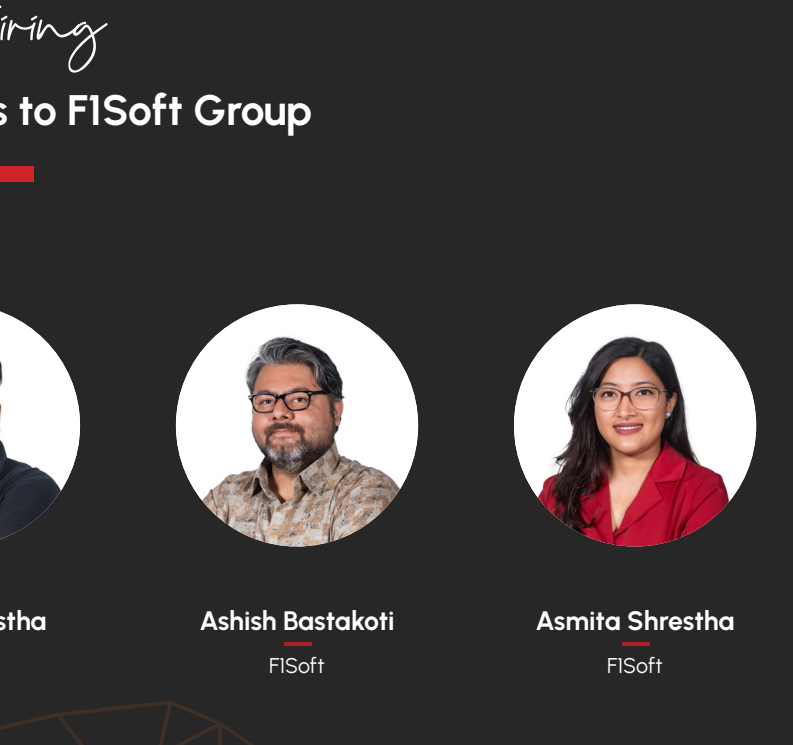
[Read more](#)



Fonepay Organizes Eye Checkup Camp to Support Employee Well-being

Fonepay recently organized an Eye Checkup Camp for its team members, recognizing the growing need for eye health in today's screen-focused work environment. The camp provided professional consultations, eye exams, and personalized guidance to help employees protect their vision. With thoughtful participation from the team and support from dedicated medical professionals, the initiative reflected Fonepay's ongoing commitment to employee well-being—reminding everyone that small steps toward health can make a lasting difference.

[Read more](#)



Esewa Money Transfer Partners with Yehey Remit to Simplify Money Transfers from Japan to Nepal

Esewa Money Transfer, Nepal's leading digital remittance company under FISoft Group, has formed a strategic partnership with Japan-based Yehey Remit to offer fast and secure money transfers from Japan to Nepal. Nepal residents in Japan can now send remittances easily through the Yehey Remit mobile app. Beneficiaries in Nepal can receive funds via over 13,000 remittance agents, 100,000+ wallet agent locations, all major banks and financial institutions, or directly into their eSewa wallets. This collaboration enhances convenience and flexibility, making cross-border remittance more accessible for Nepali communities living abroad.

[Know more about this partnership](#)

Inside the 9-to-6: What Nepali Labor Law Doesn't See

You show up. You log in. You manage deadlines, meetings, bosses, juniors, feedback loops, and performance pressures. You're the full-time backbone of your organization. But have you ever stopped to wonder, Do Nepali's labor laws actually understand what your work life looks like today?

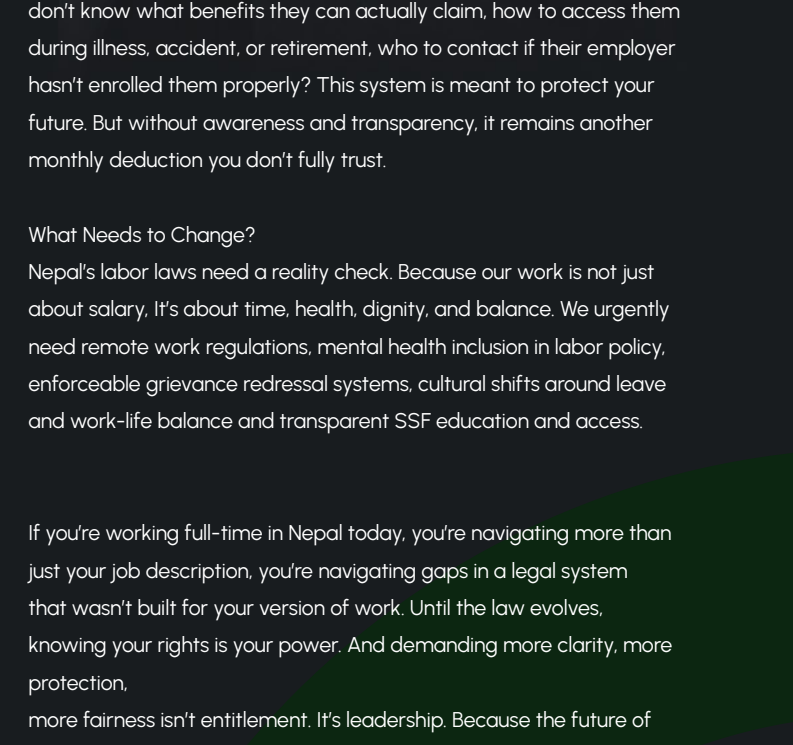
As a corporate lawyer working with both employers and employees, I've witnessed countless policies and contracts on paper, but while our labor laws have progressed on paper, they still fail to grasp the evolving realities of Nepal's 9-to-6 professional workforce. Here's what the law misses and what every 9-to-6 professional deserves to know.

Remote Work: Still Treated Like a Privilege, Not a Policy
Remote work is no longer a trend; it's a reality. But Nepal's labor law doesn't even mention it. There's no legal framework covering remote work, no clear guidelines on data privacy or digital boundaries, and no overtime in remote settings. So when companies say "work from home is optional" or resolve it altogether, they're not technically wrong. The law hasn't caught up to how modern professionals actually work.

Workplace Stress Isn't Just a Feeling - It's a Legal Blind Spot
Nepali labor law caps the work week at 48 hours with limited overtime. But in most corporate settings, full-time clock for more with zero compensation and a silent expectation to "go the extra mile." More alarming is that there's no recognition of workplace stress, burnout, or mental health as legitimate concerns. No legal obligation for companies to offer Mental Health Leave, access to psycho-social support, protection from workplace toxicity, or chronic stress. We talk about wellness, but our laws don't walk the talk.

Grievance Systems: Invisible or Ineffective?
According to the law, every company with more than 10 employees must have a grievance transfer mechanism. Sounds great on paper. But in practice? Most employees don't know how to file a complaint, there's no trained neutral body to investigate concerns and many fear retaliation or being labelled "difficult." So when things go wrong, harassment, bias, unfair treatment many professionals choose silence over risk. And the law stays quiet with them.

Paid Leave: Legal Right, Cultural Gap?
Yes, the law guarantees Sick Leave, Annual Leave, Paternity Leave, and Maternity Leave. But let's be honest, how often do you hesitate to take a day off? Because your inbox will explode. Because "dedicated" means always available. Your leave is your legal right, not a favor. But until work culture shifts, many professionals will continue burning out in silence.



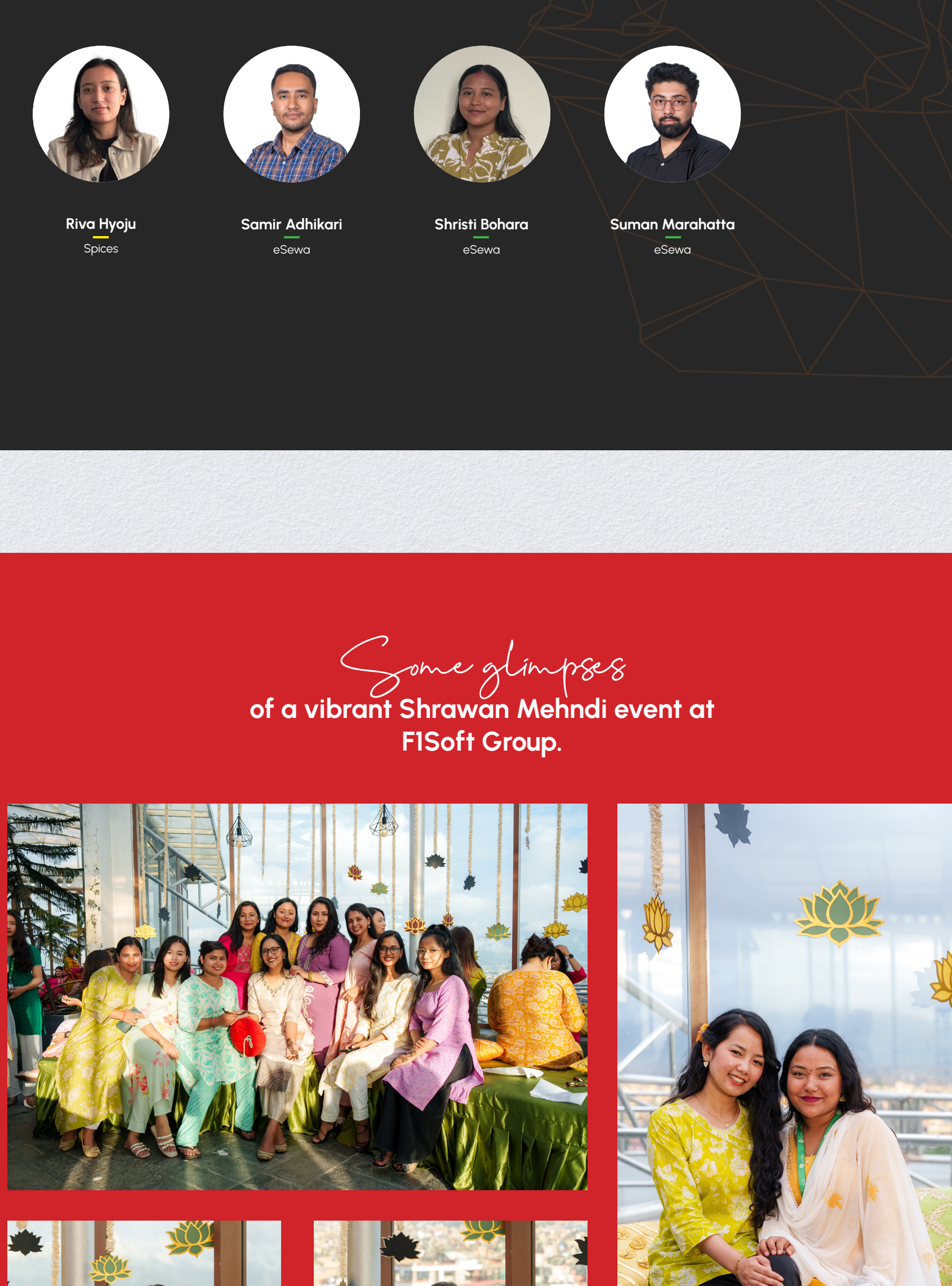
Social Security Fund: Healthy Financing, But Are You Protected?
With 1% of your salary being deducted toward the Social Security Fund (SSF), you deserve to know what's in it for you. Yet most employees don't know what benefits they can actually claim, how to access them during illness, accident, or retirement, who to contact if their employer hasn't enrolled them properly? This system is meant to protect your future, but without awareness and transparency, it remains another monthly deduction you don't fully trust.

What Needs to Change?
Nepali's labor laws need real clarity, because our work is not just about salary. It's about time, health, dignity, and balance. We urgently need remote work regulations, mental health inclusion in labor policy, enforceable grievance redressal systems, cultural shifts around leave and work-life balance, and transparent SSF education and access.

If you're working full-time in Nepal today, you're navigating more than just your job description, you're navigating gaps in a legal system that wasn't built for your version of work. Until the law evolves, knowing your rights is your power. And demanding more clarity, more protections, more fairness isn't entitlement. It's leadership. Because the future of work should work for you, too.

By: Ritiksha Giri
Head-Legal & Compliance, Esewa Money Transfer

Welcoming New Tigers to FISoft Group



Ayush Bikram Lamichhane (FoneNXT), Ayush Shrestha (FISoft), Ankit Shrestha (FISoft), Ashish Bastakoti (FISoft), Asmita Shrestha (FISoft), Samridhi Shah (FISoft), Bikash KC (Fonepay), Gita Bhattarai (eSewa), Janak Niroula (eSewa), Kritisha Maharjan (eSewa Travels & Tours), Riva Hryoj (Spice), Samir Adhikari (eSewa), Shristi Bohara (eSewa), Suman Marahatta (eSewa)

Some glimpses of a vibrant FISoft Mehndi event at FISoft Group.

