

## EMPLOYEE & CLIENT ENGAGEMENT ACTIVITIES



In its last issue of this newsletter, Sambandh shared about the month long activity taken up by the Social Performance Management & People Engagement (SPM & PE) team along with the Field Operations (FO) department to celebrate the International Women's Day through an articulation of successful case studies of the clients at the centre meetings. A no. of FO staff showcased their zeal and enthusiasm to make it a memorable and successful initiative – the staff who were more vocal and understood the importance of the event and reached out to more no. of clients by sharing the successful income-generating initiatives taken-up by other clients were appreciated, adjudged and shall be awarded in a special event. On the other hand, accentuating on its client-engagement & deepening of client relationship activities, Sambandh again organised another "Handwriting & Drawing" competition for the children of its clients in the Bonaigarh area of Sundargarh district. As many as 71 children turned up for the event and the victors in the competitions were given certificates and prizes as well.



## Spreading Financial Literacy

Everyone saves money for future needs, but many a times the approach in the rural parts of the country concentrated on "saving the surplus money" without preparing household budgeting. In the developing countries like India, the need for financial literacy is even greater considering the low levels of literacy and the large section of the population, which still remains out of the formal financial set-up especially in the rural areas. The effort under the SIDBI-PSIG supported FL & WE program was in the right direction to educate rural populace in a targeted approach, the 2nd phase of that program is being replicated with the same delivery mechanism by the designated team at Sambandh at different locations. During this month, the PSIG-SIDBI State Manager visited the field location, interacted with clients to understand the progress on the financial literacy trainings. Here the training modules cover: financial planning, household budgeting, savings, insurance, debt, investment, pension, women & newborn babies, healthcare and nutrition.



### Snapshot : 31st May, 2018

States in Operation	3
Districts	22
Branches	52
Clients	139573
Portfolio (In INR Mn.)	2285





## I-LEAD (Integrated Leadership Exploration & Development Program) at Sambandh

This is one of such program that help build the leadership skills of a professional in relation to the self, teams and organizations so that s/he can bring their best selves to work and bring out the best in others, too. The team at Sambandh believes there is leadership skill in each one of its employees and self-awareness & judgment is key to become an effective and efficient leader. A one-day program was organized for the Area Managers(AM) where they were encouraged to communicate about their respective individual style, strengths and needs. The AMs also expressed their beliefs and values about leadership. It is well understood that these types of programs are especially helpful for new and emerging supervisors and managers so they can gain confidence as they face new challenges and enter positions of greater influence in their respective working areas. The program was facilitated and conducted by the SPM & PE team of Sambandh.



## Visitors for the Month





Due Diligence Visit by ES&F Corporate Office Team



Mr. Shrikant Das, DGM-SIDBI visiting Bhubaneswar Office & Branch

## Other Ongoing Projects

-  **SIDBI-PSIG CBNA Support** - The 2nd phase of Financial Literacy & Women Empowerment (FL & WE) initiatives is in full-swing for the target clients of Sambandh, here more than 6000 clients have been covered so far.
-  **Asian Development Bank's (ADB) Technical Assistance** is underway to support Sambandh in different ways which include providing inputs on financial literacy of clients through need-based surveys and guidance on successful implementation as well as achievement of a 5-year strategic business plan.
-  With **Awaaz.De**, a pilot on the use of **IVRS** to spread financial literacy and improving client experience is underway. In the 1st Phase about 20000 clients will be touched upon by sending push messages on loan process and client awareness on financial aspects.

## Employee Wellbeing: World No Tobacco Day & Health Check-ups

The Corporate Office took the lead by observing the day, and the team-mates from different departments shared and explained about the harmful effects of consuming tobacco. Each one of them encouraged the other to refrain from chewing such injurious things and instead develop other healthy habits. Besides, Sambandh every week organises employee health check-ups where a renowned physician visits the corporate office to consult staff on health issues. Here in the weekly event blood pressure, sugar test, lipid profile, uric acid test among others are taken-up for the employees. Another wonderful initiative (health camp) organised for the women employees of 4-5 branches nearby Rourkela, Odisha during this month. An experienced gynaecologist attended all of the incoming female colleagues and prescribed certain tests as per the individual health condition.

