

## ASIAN DEVELOPMENT BANK TECHNICAL ASSISTANCE



ADB has been supporting Sambandh through a two dimensional Technical Assistance which covers Institutional Strengthening and Consumer Protection & Financial Education. In the 1st part, Mr. B. L. Parthasarathi, the Team Lead of the Project has been instrumental in providing technical inputs since the start of the technical assistance. He has undertaken a study on the Governance aspects at Sambandh and his report has identified some key and constructive areas to be worked upon for achieving benchmarking standards pertaining to Governance Practices. On the other hand, seasoned consultants – Mr. B. V. Raghuram and Mr. Nandan Bisht extensively supported in putting in place a 5-year Strategic Business Plan and a comprehensive Risk Management Toolkit, which are to be strategically followed in taking the business to new clients and new pockets as well.

Whereas in Consumer Protection and Financial Education part, Mr. Sachin Kumar out of his years of experience in the financial inclusion domain, has given trainings on digital financial literacy through audio-visual mediums and practical examples. His inputs cover savings, insurance, responsible borrowing, pension and making secure digital transactions. Seven Management Trainees are being trained on these modules so that they can spread the same knowledge to the clients for their awareness and taking wise decisions in managing their hard-earned money.



## BC Partnership with ESAF Small Finance Bank



Sambandh has recently entered into Business Correspondence partnership with ESAF Small Finance Bank. The two like-minded entities came together to provide different financial services that includes channelization of liability products as well, mostly through digital platforms. That would save time from both the branch and clients' side as well, besides the tab-based transaction would help in faster data update in the MIS. To kick start the partnership, Umerkote (in Nabarangpur district of Odisha) branch was inaugurated on 1st December 2018. On the opening day, the 1st digital disbursement was even done at the branch.



## Exposure Visit to Sri Lanka



OSAFII (Odisha State Association for Financial Inclusion Institutions) in association with National Institute of Cooperative Development, Sri Lanka organised a 5 days exposure visit to the country. Mr. Budhnath Oram represented Sambandh with delegates from other entities who made it to the exposure visit. The delegation got a first-hand experience on the Sri Lankan cooperatives and visited LOLC, the biggest Non-Banking Financial Institution in the country and one of the very advanced leader in the SME and microfinancing business.

## Snapshot | 31st Dec 2018

States in Operation	3
Districts	24
Branches	62
Total Staff	539
Clients	158,828
Portfolio (In INR Mn.)	2580.12



## Recruitment & Trainings

Attending Job Fairs: The HR team have attended the Job Fairs program at Odisha School of Mining Engineering Keonjhar, which was organized by Skill India; another one in Rourkela Employment Exchange which was organised by Odisha Skill Development Authority. The shortlisted youths from these Job Fairs were called upon to the Head Office for a final round of interview.



## Support from Banks & Financial Institutions during the Liquidity Crisis

Sambandh has received term loans and closed securitisation deal in the later part of December 2018. Sambandh acknowledges Bandhan Bank for the same in particular, besides MAS, Profectus and MOSEC PETTA (Securitisation).

## Code of Conduct Training

Refresher trainings on the important aspects of Code of Conduct guidelines were undertaken for the branch staff of Soro, Basudevpur, Balesore, Chandbali and Baripada branches. The training team explained each of the CoC points and told the participants how important it is to adhere each of them while delivering financial services at the doorsteps of the clients.

## Induction Training



A group of 12 youngsters who were selected for different departments at Sambandh attended the induction training session in the month of December 2018. The ice-breaking session in the 10 days induction program, helped the trainees to break the stress and anxiety towards the new job role.

The insights and history shared by the trainers drew the attention of the new comers to get a clear understanding about the work of the organisation and its core philosophies. The HR session helped them to know about their rights and lastly the departmental presentations showed the overall process flow of the organisation at the Head Office and Branch Offices.

## Successful Story of Ms. Nirmala Singh



Ms. Nirmala Singh aged 37 years, lives with her family of five in Adarsh Nagar locality that comes under Bilaspur, Chhattisgarh state. It's more than three years that she joined Sambandh promoted group called "ASTHA". Nirmala always wanted to do something on her own so that she can take some burden of her husband who runs a small bicycle repairing shop. She says that "I didn't have the required documents and time to go to a bank and apply for credit to start some economic activities, however the microfinancing activity of Sambandh in my neighborhood brought in elation and a sense of positive hope inside me. So, I joined in the ASTHA group, received

training on money management and took a loan of Rs. 20,000 for the 1st instance to start an inhouse stationary-cum-fancy store." Since then Nirmala hasn't looked back, she has devoted time towards the business and that paid off quite well for her and her family. Currently she is into her 3rd cycle and taken Rs. 50,000 to purchase more stocks in her shop, as demands for items in her shop is increasing day by day. Both of their earnings have helped in sending three of their children to school and she thanks Sambandh for the timely assistance and spreading the knowledge on household budgeting as well as savings that helped her taking some wise decisions wrt to managing her funds.

## Employee Engagement Activities

