




Training on Audit Management System



A training on Audit Management System (AMS) was organized between 15th- 16th April by Dvara Solutions. All the members of the audit department along with the internal audit leader Mr. P. Elias Lugun participated in the training to get a better understanding of the audit management system. Mr. Randhir D was the resource person from Dvara to conduct the training and address the queries about the AMS. In the training the participants were given stage-wise overview of the PERDIX AMS, Analytics Module in the AMS etc.



SNAPSHOT AS ON —APRIL 2019—

3	24	63
States	District	Branches
169232		
Active Clients		
3122		
POS (In INR Mn)		

**provisional figures*



Imparting Financial Education (Under ADB TA)



Under this current assignment, the SPM & PE team with the support from ADB Consultant and in cooperation with the Operations Department reached out to about 3000 clients this month. Clients shared that the videos played by the FSOs during the meetings have helped them understanding the fraud calls (asking OTP or bank account number), benefits of insurance and how significant it is to build a good credit history by way repaying on time.

Staff & Client Awareness on CGRM

Sambandh has taken up this initiative to spread the importance of CGRM through a series of visits by its SPM & PE team to the client places and branches. The team visits the clients, explains them about the processes of CGRM, educates them on how to make a complaint (in case of need) or sharing feedbacks on Sambandh's Services; Sambandh & MFIN's Toll-free numbers for the same, more importantly re-orient the branch staff that it is equally important on their part to educate clients on the CGRM and other key aspects, as they get the opportunity to meet large number of clients in a periodic basis. Under this initiative, the SPM & PE team was able to reach more than 35 branches, educated close to 1000 clients and more than 150 branch staff.



Celebrating International Day of Sport for Development and Peace



While celebrating the International Day of Sport for Development and Peace, team Sambandh joined hands to play Cricket and throwball. Close to 100 team-mates participated in the event and demonstrated their fitness while playing in different teams. Those who exhibited their skills, exuberance and fitness, came out top and took home the trophies and numerous accolades. Above all, it was an opportunity to express the light side of every individual and a break that rejuvenated all of the teams, who took part in these two sports.

Visitors during the month



Shriram City Union Finance



Yes Bank

Employee Engagement Activities



Personalized Birthday Cards



HSD



Review of MTs



Induction Training



Funtastic Friday

