

## Training Program on 'Social Performance Management in Microfinance & Role of HR for MFIs in Odisha'

The Odisha State Association for Financial Inclusion Institutions (OSAFII) continues to organize capacity and skill building trainings for various level staff of the member institutions. These programs invariably help the participants in learning new things and updating their existing knowledge-base as well. This time OSAFII organized a 2 days' workshop in an important area of HR's role in SPM. The trainers having proven experience from Hexa Resource Axis India, very meaningfully conducted the back-to-back sessions, including some group activities, to let the participants understand how important it is to on-board employees, induction & training, let them understand the culture, microfinance dynamics, exploring training need assessment of different departments, employee engagement & well-being and how to assess the SPM aspect in the overall performance of each employee in the organization. Colleagues from SPM and HR department participated in the training program to gain knowledge on the above key areas.

## Asian Development Bank Technical Assistance (ADB TA)



On their last leg of the Technical Assistance, the Senior Consultants Mr. B.L. Parthasarathy and Mr. B. V. Raghuram from ADB visited Sambandh to oversee the progress on all fronts of the TA undertaken so far. They visited the field, met some of the clients to understand about the impact of the Financial Education (FE) module that was one of the modules being carried out in the field for spreading financial education among clients. During the month of September, the SPM & PE team in coordination with Field Officers were able to reach near about 700 clients to deliver the FE modules while showing short videos from their mobile phones.



## Operational Snapshot

September 2019



States

3



Districts

23



Branches

73



Active Clients

194,995



POS (In INR Mn)

3652.38



## Recruitment and Employee Engagement

The team HR visited the Prestige Institute of Management, Gwalior to recruit professionals to be inducted in different roles at Sambandh. They were able to select 28 youngsters, mostly for Operations and Credit roles.

On the other hand, the SPM & PE team continues to support the HR in organising comprehensive induction programs that covers from culture dynamics to organisational work ethics. Apart from that they constantly facilitate and take initiative in organising various employee engagement activities at different levels of the organisation. During the month the SPM & PE team organized HSD (Human Skill Day) at all the branches, Code of Conduct refresher trainings for field officers and Funtastic Fridays at the Corporate Office. These activities help the teammates in boosting their enthusiasm at work and positively enhances their inter-personal skills.



**Recruitment**



**Induction Training**



**HSD**



**Funtastic Friday**

## Visitors during the month



**SIDBI**



**Bandhan Bank**

## Sambandh Experience....as they speak!!



Sumant, is a resident of Sundargarh district, he joined Sambandh in 2014. Though a student of humanities, it was not that big task for him to understand the business entails of the microfinance industry. Quiet and polite by nature Sumant believes in learning every day and giving his best to the team and organization. Long back he was

interviewed for the position of FSO but refused to take the opportunity, because he wanted to give himself one more chance to crack the competitive exams, but couldn't get through in any of his aspirational jobs. And, moved out of his native place and joined a private company, in the internal audit department. Being a keen observer, Sumant learnt the tricks of the trade about internal audit work in that company. Out of one reference, he got selected in the interview process and joined the internal audit team at Sambandh. Among all the other auditors of Sambandh, he is one of the quietest auditors but the level of understanding he has about auditing is commendable. Sumant says, "Sambandh is a place where every voice gets the opportunity to be heard, seniors and top management give the liberty to every individual to share their ideas and viewpoints for better management of different situations at work." He also appreciates the way Sambandh treats its employees and encourages its women employees to come forward.

## One of Sambandh's enterprising client



**Lilabati Rana**

Place- Badpatrapali,  
Sundargarh,  
Odisha  
Group- Bajrangbali



Joined  
Sambandh  
**2018**

Loan Used For  
Pottery

