


## Equity Infusion

Sambandh has successfully closed the 2nd round of equity infusion from one of its existing investors, BOPA Pte. Ltd. at the close of the FY 2019-20. BOPA Pte. Ltd., the Singapore based existing investor of Sambandh, infused USD 2 Mn (INR 14.22 Cr) of equity in March 2020. Additionally, the company received INR 15 Mn of equity capital from the promoters during February & March 2020.

**BOPA**  
BASE OF PYRAMID ASIA

## COVID-19 Outbreak Country-wide Lock down

### Business Continuity Measures

Responding to the uncertain and unsure COVID-19 implications on its operations and the business of its clients, Sambandh started implementing the Business Continuity Plan to face the pandemic, while keeping an eye on 



Maintain responsible treatment of clients.



Minimize the risks of infection and ensuring responsible treatment of employees.



Proactive communication with all stakeholders.

## Operational Snapshot | March 2020

\*Provisional Figures



States  
**5**



Districts  
**39**



Branches  
**100**

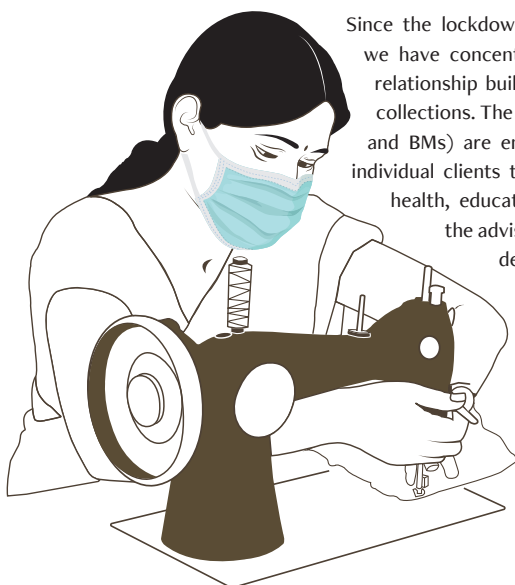


Active Clients  
**232,105**



POS (In INR Mn)  
**4619**

## Client Protection Measures



Since the lockdown came into effect, we have concentrated more on the relationship building rather than on collections. The Field Officials (FSOs and BMS) are engaged in calling to individual clients to know about their health, educating them to follow the advisories of local health departments and creating awareness about the importance of staying indoors. Through the Field Officers the clients are being assured that Sambandh stands by them during this difficult and

unsure situation, the crisis can only be won if we can all stick together with sheer determination and showing a lot of character. Soon after the RBI announcements on 3 months moratorium facility, Sambandh was quick to understand the terms of the moratorium from industry level discussion forums, and the same has been very clearly informed to the clients over calls.

## Employee First

- Remote working has been given prominence for the support departments from the beginning of the lockdown.
- Virtual platforms like Zoom meeting App is being incrementally used across the organisation.
- Field staff were advised to start moving safely to their respective dwelling places, and were suggested clearly that they should use phones to communicate with the clients. They continue to engage themselves with their respective clients in creating awareness and inquiring about their household wellbeing.
- A Disaster Response Team is formed to look after the wellbeing of those few staff stuck at some of the branches, who couldn't travel to their far away native places due to the overnight lockdown announcement. Their situation is constantly monitored and necessary support is being provided.
- With the help and effort of MFIN (Self-Regulatory Organisation), the SPM & PE team has coordinated on the online training module where field and support staff are being engaged productively while working from home.
- The SPM & PE team conducted a study on the impact of COVID-19 over the income of Low Income Households under the supervision of the industry association, MFIN.



## Message from the MD & CEO

Sambandh Johar to Everyone!

I hope this communication finds everyone in the best of the health and happiness despite the turbulent and uncertain times around us.

Given the scale of impact (affecting in excess of two million human lives), the COVID-19 global pandemic is being classified as a HEF (Human, Economic and Financial) catastrophe, unheard in recent times. Countries have taken unprecedented action in term of large-scale lockdown and economic activities have come to a grinding halt.

We in India are seeing early results of what I may refer as an effective containment strategy for COVID-19. The second most populous country and the 5th largest economy in the world, has been in lock down since the 24th of march and will continue doing so till the 3rd of May. The Overall number of affected are now around 21,000 confirmed cases, and these numbers give us a strong hope for the better. Also, the decreasing numbers in our home state of Odisha reassures that we are fighting a winning battle. We are grateful to everyone who is fighting this global pandemic by taking innumerable risks on themselves.

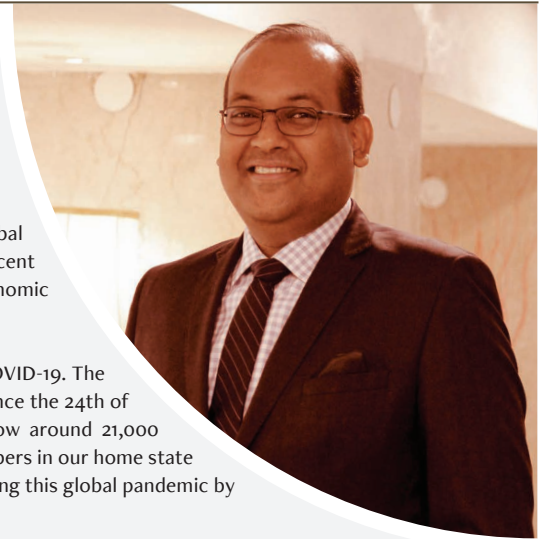
Having said that, the lockdown is expected to have disastrous effect on the low income and poor households by exposing them to a variety of shocks both social and economic. As part of the Social Enterprise Ecosystem, we as Micro Finance Practitioners are witnessing the years of hard work in advancing financial inclusion, social empowerment, strengthening social safety nets for these categories of households being put to a real test.

However, more than the concerns of the present, I have full conviction in the resilience of our women leaders and entrepreneurs who have ably demonstrated in the past to have successfully revived their livelihoods and enterprises and lead their families and communities out of crisis situations. On our part let us be steadfast in our support to them to the maximum possible extent.

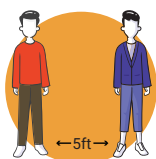
Close to home and also which has become our workplace for now, to all our team members, I take this opportunity to thank each and everyone for sticking together as a strong team, as always motivated, inspiring and last not the least happy and smiling! These are difficult times and I must say that it will pass too! Lets leave no stone unturned in doing what we do best, building an enduring relationship with all our stakeholders and most importantly with our women borrowers/clients. I also take this opportunity to thank all the family members for their support in our work from home arrangement. Kindly convey my wishes to your near and dear ones, letting them know that their support is helping us reach out to thousands of families during these difficult times.

With Prayers, best wishes and a sincere hope I look forward to meeting each and everyone soon in person. Wishing you and your families once again the best of health, happiness and safety.

Sincerely,  
Deepak Kindo



## Fight Covid-19 With Awareness



Avoid contact with others



Frequently wash your hands



Avoid touching face with unwashed hands



Wear a face mask if you are sick



Clean and disinfect



Stay at home

## Tips on Working Remotely during Covid-19

