

SATIN TIMES



Date: August 07, 2020



HERO STORY OF SATIN

One of the key values of Satin is “Nurturing Lives”. Our employees have always believed in serving people in thick and thin times; providing a helping hand, not only to the employees but also to the citizens in need. Some of the instances are displayed here.



EMPLOYEE SUCCESS STORIES

At Satin, we believe in nurturing home-grown talent. There are employees who have shown their hard work and dedication to climb the ladder of success during their journey at Satin. We take this opportunity to share these with the world.



VOICE OF EMPLOYEE

At Satin, we are all ears to new thoughts and ideas, helping employees to come up with new ideologies and initiatives. We would like to throw some light on a few Articles shared by our employees.



PASSION BEYOND WORK

We all have something, which we are passionate about and love to do during our leisure time. This section highlights passion/talent, which employees possess at SCNL!!



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Message from CMD's Desk

There is a huge unmet demand in the microfinance industry worldwide, driven by lack of access to formal banking sector for the bottom of the pyramid micro-entrepreneurs. Financial exclusion remains widespread. The Indian microfinance sector can and will play a major role in ensuring confidence and credit at the grassroots of the pyramid, where it is needed the most, to rebuild our federal country. Microenterprises are the engines of economic growth for a nation to promote equitable growth and development.

Technology has the power to revolutionise how microfinance markets operate. From allowing MFIs to access micro-entrepreneurs in hard-to-reach areas to enabling the implementation of more robust and risk assessment tools, technology represents a huge opportunity for microfinance institutions across the world.

This publication will be a great mode of communication which would help create trust between business and stakeholders. And with every periodical edition of the newsletter, the trust will increase as we share more about ourselves. It would enable the folks to get relevant and informative insight about the microfinance industry with in-depth and concise overview. I hope that this newsletter will be positioned as an inevitable source of inherent industry outlook that would help readers proliferate their knowledge with wisdom.

I felicitate the HR team for their resolute endeavour in bringing this fundamental thought to reality.

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Dibrugarh – Assam Flood Relief Measures

Satin Creditcare Network Limited (SCNL), one of the leading microfinance company in the country has undertaken several welfare initiatives to provide support to its employees and provide relief to the victims in Dibrugarh District of Assam, fighting the floods. They provided the unprecedented material required by the needy at this hour of unprecedented crisis. The branch and territory manager (Diganta Kumar Haloi & Dipak Lahon), were congratulated with a Letter of Appreciation from the Deputy Commissioner, Dibrugarh for their contribution. The social impact of the support provided by these heroes would have been huge. Even though, Assam is hit by floods, almost every year, but the little contributions made by people make a big difference.

SATIN CREDITCARE NETWORK LIMITED



CONTRIBUTES TO COVID-19 AND AMPHAN CRISIS

Satin Creditcare Network Limited, took some measures with a view to aid the government in combating and overcoming the spread of the deadly **Coronavirus in India** as well as mitigate the damage caused by the Amphan Cyclone to ensure the health and safety of its employees as well as borrowers. Relief and welfare measures have been taken up in the aftermath of the Fani and Amphan cyclone to support as well as empower the communities in Assam and Odisha. They started by organising flood relief and free health check-up camps. The company also organised nine awareness camps in Sivasagar, Assam, to educate the masses on credit discipline and financial literacy in the wake of the crisis.



The Company supported four local government schools in Assam by providing school bags to students. In partnership with USHA in Assam, Satin Creditcare Network Limited helped in skill development by training the locals to use a sewing machine.








EMPLOYEE SUCCESS STORIES

At **Satin**, we believe in nurturing home-grown talent. There are employees who have shown their hard work and dedication to climb the ladder of success during their journey at Satin. We take this opportunity to share these stories on this platform.



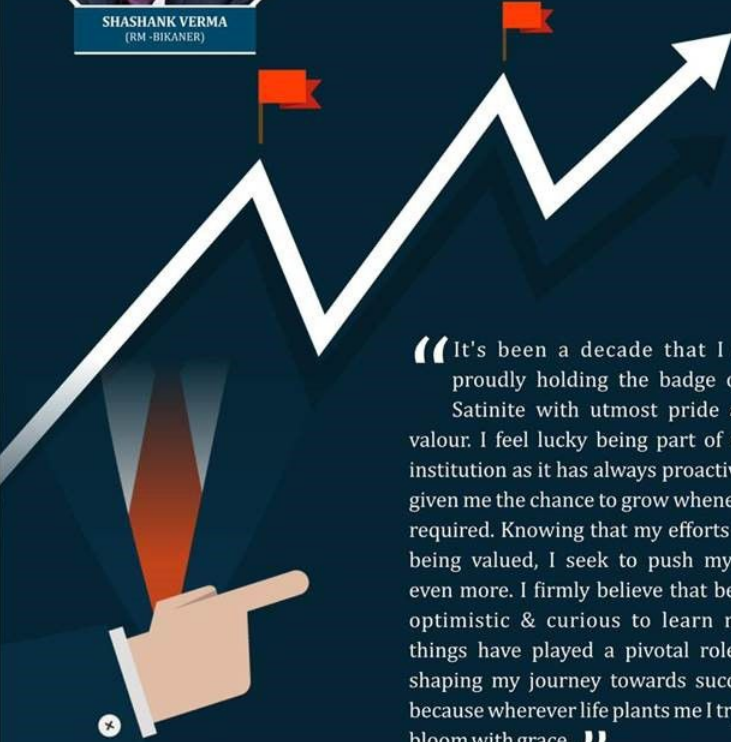
DINESH SINGH YADAV
(RM BEGUSARAI)

“I have always believed that we learn from each and every person whom we come across in our life. I appreciate the positive things in others and eliminate the negative aspects. Working here has enlightened me and opened up my mind to a whole new world. The confluence of ideas, thoughts, and opinions encouraged me to know and learn more. I search for the silver lining and practice gratitude with kindness which Satin has imbibed in me.”



SHASHANK VERMA
(RM - BIKANER)

#SuccessStory



“It's been a decade that I am proudly holding the badge of a Satinite with utmost pride and valour. I feel lucky being part of this institution as it has always proactively given me the chance to grow whenever required. Knowing that my efforts are being valued, I seek to push myself even more. I firmly believe that being optimistic & curious to learn new things have played a pivotal role in shaping my journey towards success because wherever life plants me I try to bloom with grace.”



EMPLOYEE CONNECT

When people are financially invested, they want a return. When people are emotionally invested, they want to contribute". It is our belief to engage employee in various productive activities through the pandemic. Below are some glimpses of various engagement activity which happened at various branches pan-India.

Dear Satinites,

Kindly find some glimpses of various initiatives taken by the Regional and Branch staff to propagate ways of **healthy living** and **staying engaged** with each other during these testing times.

THE ACTIVITIES CONDUCTED WERE

- *Healthy Pot luck at Moga Jalandhar branch
- *Branch Cleaning at Amritsar 2 Jalandhar
- *Immunity Boosting Day with healthy cooking and living ideas in Bhopal Region
- *Games day at Pali Branch – Jaipur Region (balloon race, lemon race)
- *Digital Connect @ Satin (Chaigaon Branch – Indore Region) (Hanumangarh Territory – Jaipur Region)
- *Birthday Celebration at Kishangarh Branch (Jaipur Region) & Udaipur City Branch





EMPLOYEE WELLNESS

Since its inception, SCNL has regularly worked towards enhancing benefits for the community it serves, by means of organising centre leader workshops, medical camps, sanitation drives, financial literacy training and more. SCNL has also been actively donating to non-profits and NGOs, with the hope that these extended associations will offer wider opportunities for SCNL to aid and contribute in the betterment of the society and making it a better place to live. Satin Creditcare Network Limited aims to continue to create value for all the people associated with it, through its sustained endeavours and actions.

The safety and security of each of the employees are of prime concern, hence the company has decided to insure 11000+ of its employees under the COVID insurance which covers medical treatment against the deadly Coronavirus.

COVID-19 COMBATTING POLICY @ SCNL


- We at Satin are determined and committed towards the health and well-being of our employees. In this epidemic situation if any employee is infected by Covid-19, we as an organization will bear the entire expense pertaining to the healthcare including the testing of employees who were in contact with the infected employee with immediate effect.
- Apart from this, infected employee will also be entitled for 15 days Covid leave and post that 15 days complete work from home facility.
- As a part of maintaining hygiene, office premises will be fumigated and sanitized.





EMPLOYEE WELLNESS



Apart from this, we have our new Compassionate Policy, not only for the safety and health of the employees but also their families.



SATIN SAHYOG



Dear Satinites:

Our heart bleeds when we hear news of our dear colleagues who succumb to fatal accidents and passes away in the line of duty. As an organization, we have pledged to stand by all such families who loses their near and dear ones and we are committed to take care of them. As a part of our organization philosophy we have decided to support the families in the following way:

- 1 Term life Insurance cover of min 10 lacs in case of normal death and additional 10 lacs in case of accidental death to the nominee member.
- 2 EDLI insurance of 6 lacs
- 3 Pension of Rs 10000 per family till the time one member of the family is eligible for a job
- 4 Education assistance upto 2 children for Rs 2500 per child. (I.e max Rs 5000)
- 5 A job for one member of the family if he/she is min 21 yrs of age and XII pass (family pension will be stopped as and when job is given to family member).
- 6 Lifetime Mediclaim cover for entire family (max 5 members).

The finer details of the coverage will be available in our policy which will be uploaded in the intranet. We hope this small token of support will help the families of our colleagues to sail through the most toughest times and ensure the families are safe and secure.

MY SATIN MY PRIDE...

VOICE OF EMPLOYEE



At Satin, we are all ears to new thoughts and ideas, helping employees to come up with new ideologies and initiatives. We would like to throw some light on a few Articles shared by our employees.



Mr. Suwendu Biswal- Regional HR(Bhadrak) – who thinks that these difficult times can be put to the best of use.

RETHINK, REBUILD, REDESIGN

Rethink (Differentiate):-

- i)** Business model limitation. Post disbursement coordination with end customers for proper utilisation of money. Justifying the money lending purpose.
- ii)** Show end customers "the Path", be a pathfinder for them, who want money for their survival but have no idea about how to generate money from borrowed ones.
- iii)** Scope analysis geography wise, opportunity vs. threat and most important knowing the ingenuity of leading. Zeal of earning and growing.
- iv)** Build up a team to coordinate and keep in continuous touch with our customers for their livelihood enhancement, through (small) businesses, investments and income resilience methods.

VOICE OF EMPLOYEE



v) Modification of facts/aspects taken into consideration while defining "Vision" and "Mission". Facts have been taken into consideration are now not in an obvious state or considerable enough in the way that they have been indulged in while defining the Path for business in long term basis.

Rebuild (Differentiate & Diversify):-

i) Let the customers be advertised through "TOMA" concept of adoption in business. The surrounding branding needs to be imposed and goodness need to be outspread.

ii) Triple bottom line concept is a best solution of this era, i.e new normal evolution in culmination of the pandemic.

iii) Adequacy of knowledge at ground level, robust and rigorous training mechanism execution. Incentivise knowledge through training sessions by respective fiduciaries at RO level.

iv) Investment of money and tracking it's utilization at each level. Lending money for the right cause to the right person. Especially, when we consider our business mechanism, which has been pillared upon trust and hope for a better tomorrow for itself and for our customers and all rational values that are defined with the correlation of emotional factors of niche/departed semi-urban and rural people, have turned to a fiasco due to the pandemic outbreak.

v) Process needs to be:

Money lending to customer -> Tracking money being utilized effectively or not -> Lead generation for optimum utilization of money following the proper analysis and/or survey, for a constant/stable income potential-> Clear, simple and user friendly mechanism for loan amount investment.

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vi) Digital paradigm for online trade, subject level updation and troubleshooting guidance for end customers.

Redesign (Diversify & Differentiate):-

i) Considering adequate knowledge as a pillar of growth and cannot be replaced with any manageable/fictional concepts. We need to incentivise training sessions by respective fiduciaries at RO level.

ii) Imbecility needs to be minimized and easy, tech. savvy fundamental, value addable videos need to be developed and same needs to be addressed at the last mile of business contributors and beneficiaries.

iii) Fiduciary's expertise needs to be validated, through specific parameters and weightages. They will lead the training or knowledge sharing sessions accordingly for the field or ground level staffs.

iv) Few customisations may be procured and imposed, considering geographic, economic and social impact on end customers.

v) Loans disbursement plans are stimulated and compelled on a basis scarcity and strata of rural customers, which needs to be changed for more value addition and risk minimizing approaches.

VOICE OF EMPLOYEE

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Nikhil Mallah (Vice President – Human Resource) has thrown some light on how discrimination still goes on in the workplace, consciously or subconsciously.

“Discrimination by conscious and subconscious mind”

So what is discrimination at workplace? Firstly, on top of the mind, things which pop-up are discrimination on the ground of gender, caste, religion, culture and education, etc., but actually it is beyond all these.

Discrimination is making a person feel that he does not belong to that group, place or at times part of something, which is contextual. For instance, you may be a great team player, but at times, you feel outdated amongst your own colleagues, when you are not being able to connect with them, about a latest web series since you are not a web series maniac.

Similarly, there are instances wherein you frame a perspective about some team members that they are great performers and end up over-boarding them with any new project or task, which otherwise, could have been delivered better by some other team member as well.

So practically, discrimination is everywhere, while it is considered a sin in our society and crime within the corporate culture, but consciously or subconsciously, it does prevail everywhere.

So now, the question is what should be done, to eliminate or combat it? The best solution to combat it is a no brainer; confrontation and standing up against it or at least making the other person aware of the same.

We as **HR professionals** need to take this cognizance to eliminate this bias by introducing policies and processes, which are considerate enough to include all the aspects. For example, when you are considering building an equal opportunity workplace, ensuring that you intervene understanding why a gay candidate or a transgender cannot apply for a specific position. Also, ensure that gender should not be the defining criteria even in the Job or profile description.

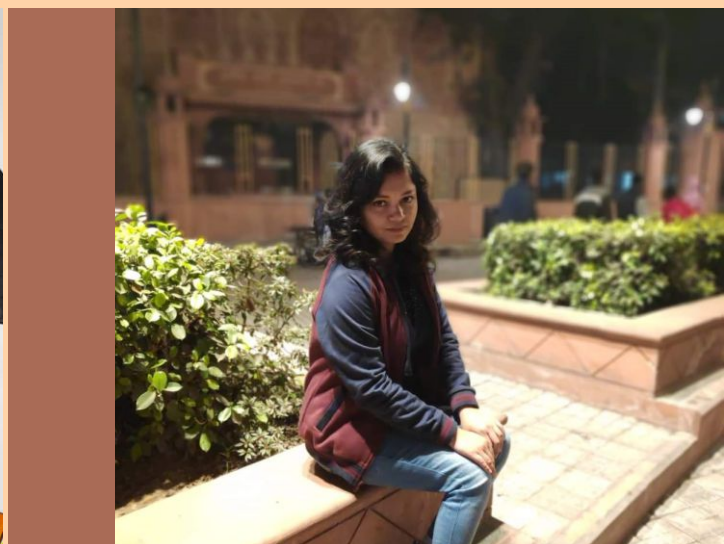
The book “**Born a crime**” talks about Trevor Noah, which shows how South Africans have overcome discrimination.

PASSION BEYOND WORK



We all have something, which we are passionate about and love to do during our leisure time. This section highlights passion/talent, which employees possess at SCNL!!

Shilpa Acharya (Deputy Manager - Process) is passionate about drawing and painting since she was 12. It is her hobby and a stress buster for her. Her inclination is towards acrylic painting & sketching. These are few of her fine-looking art works.



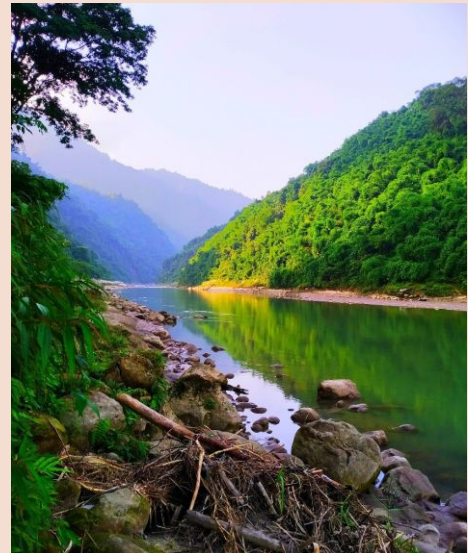
PASSION BEYOND WORK



1
Prize



DEBAKRISHNA HAZARIKA
Tinsukia Branch, Sivasagar Region(CSO)



Captured mesmerizing view of the eternal north eastern beauty of India. **Debakrishna** was awarded a camera by **CMD sir** for this wonderful shot!

2
Prize



TAPAN BORUAH
Namrup Branch, Sivasagar Region (CSO)



The girl in the picture is daughter of **Mr. Tapan**. Seeing her inclination towards painting she was given drawing tools by the Sivasagar regional team.



PREMIER LEAGUE



Top 50 CSO'S

Name	Branch	Rank
KALANAND KUMAR	NARPATGANJ	1
SUNIL KUMAR SAINI	BHOPALGARH	2
SURAJ KUMAR	DEOGHAR	3
THAMIZHARASAN THANGAPILLAI	SETHIYATHOPE	4
DEEPAK PAL	GARHWA	5
MICHAEL JOSEPH CLINTON	NAGERCOIL	6
ANIL KUMAR	PAHASU	7
RAVI KUMAR GUPTA	DALTONGANJ	8
SANJAY KUMAR	DHANBAD CITY	9
ARUN SINGH BABRA	KHATAULI	10
MANDEEP SINGH	HOSHIARPUR	11
ARUNPANDIYAN R	PONDICHERRY	12
MO SHEHRAN	SHAMLI	13
HARINANDAN DAS	DALSINGH SARAI	14
BEERAM SINGH KUMBHKAR	ISHAGARH	15
KRISHNA KUMAR	GANGAR TALAI	16
DULI RAM	BAJPUR	17
JAGDEEP SINGH	MAKHU	18
VIVEES V	ANJUGRAMAM	19
RAUSHAN KUMAR	BAHADURGANJ	20
KALIKA MANI TRIPATHI	FARINDA	21
MANTOSH YADAV	RASRA	22
SANJAY KUMAR	UDAIPUR WATI	23
PAVAN	ITARSI	24
PRADEEP KUMAR	BILASPUR	25
BRIJESH KUMAR	MOHAN LALGANJ	25

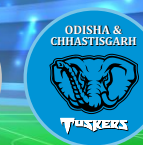
Name	Branch	Rank
LEKHAN BARUAH	SILAPATHAR	26
MANOJ KUMAR RAJBHAR	BHATHAT	27
KARUPPASAMY M	SENGOTTAI	28
MUNENDRA SINGH	SHAMLI	29
MOHD ABID ANSARI	HALDWANI CITY	30
SANDEEP KUMBHKAR	SAJAPUR	31
SURENDRA SINGH THAKUR	UJJAIN II	32
MOHD YUSUF ANSARI	BAJPUR	33
MD. SOHRAB SIDHIKI	BEGUSARAI	33
SAKARIYA JAGDISHBHAI DEVJIBHAI	DHRANGADHRA	34
GURWINDER SINGH	PHAGWARA	35
P JOHN PAUL SUNDAR	ARALVAIMOZHI	36
GURWINDER SINGH	JAGRAON II	37
PAKISHIT MISHRA	SIDHI	38
SACHIN SAXENA	SHAMLI	39
RAVI	SHAMLI	40
MOHAN SINGH SHEKHAWAT	KISHANGARH	41
JAVAIK KHAN	KICHHA	42
JITESH RATHOD	KHAMBHALIYA	43
JAGMEET SHARMA	MALOUT	44
RUPESH KUMAR	BHAGWANPUR AUGWAN	45
SANJAY SINGH	CHHATIKARA	46
LAKHWINDER SINGH	MUKTSAR	47
RINKU	SAJAPUR	47
PRITAM DAS	AGARTALA	48
VISHNU CHAND	BALLIA	48
MANPREET SINGH	JAGRAON	49
HEMANT KUMAR MISHRA	GARH MUKTESWAR	50



PREMIER
LEAGUE



PREMIER LEAGUE



Top 25 BM'S

REGION_NAME	BRANCH_NAME	Rank
ROORKEE	SHAMLI	1
MADURAI	SENGOTTAI	2
ROORKEE	KHATAULI	3
BATHINDA	MUKTSAR	4
INDORE RO	SAJAPUR	5
RUDRAPUR	BAZPUR	6
LUDHIANA	FATEHGARH SAHIB-2	7
BEGUSARAI	DALSINGH SARAY	8
LUDHIANA	JAGRAON	9
RAJKOT	KHAMBHALIA	10
Tezpur	SILAPATHAR	11
JALANDHAR	MAKHU	12
CHENNAI	THIRUVANNAMALAI	13
AGARTALA	AGARTALA	14
RUDRAPUR	KICHHA	15
JODHPUR	BHOPALGARH	16
MATHURA	CHHATIKARA	17
LUDHIANA	JAGRAON-2	18
ROORKEE	UNN	19
JABALPUR	SIDHI	20
DHANBAD	DHANBAD CITY	21
LUDHIANA	LEHRAGAGA	22
ROORKEE	MUZAFFARNAGAR	23
JALANDHAR	JAMMU	24
LUDHIANA	PAYAL	25

Top 10 REGION

Region Name	Rank
RUDRAPUR	1
ROORKEE	2
MATHURA	3
LUDHIANA	4
GORAKHPUR	5
MORADABAD	6
HISAR	7
ITARSI	8
AGRA	9
ALIGARH	10

Top 3 CIRCLE

Row Labels	Circle	Rank
MUKUND MADHAV	UP-West	1
ANIL KWATRA	Haryana & Punjab	2
SHAILESH VASUDEO KUKREJA	MP	3



PREMIER
LEAGUE

"Don't limit yourself. Many people limit themselves to what they think they can do. You can go as far as your mind lets you. What you believe, remember, you can achieve."