

# SATIN TIMES



Date: Sep 10, 2020



## HERO STORY OF SATIN

### FLOOD RELIEF IN BIHAR

It is always an emotional moment when it comes to helping the ones in need. While the entire country is dealing with the sufferings of the pandemic, 16 districts of Bihar were affected by floods. During this time, the employees at our Chapra Branch, came together and organised a flood relief camp to help thousands of people with food and necessity items.

<https://youtu.be/UW3HgGtmJPA>

### FLOODS IN ASSAM

One of our core values is **T e a m w o r k a n d C o l l a b o r a t i o n**. Even in a tight state, all our employees are committed towards their work. One of our field warriors' from Tezpur (Dhakuwakhana) – Mr Bidyut Das went for his regular duty to complete the collection work. This photo displays the dedication of the employee towards his job. These photos portray his attitude towards work and his contribution towards the organisation.



### PASSION OF SIBLING

During Raksha Bandhan week, we celebrated the talent and skills of siblings by organising "Superstar Sibling", asking for entries employees' siblings.

### 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.

## EMPLOYEE CONNECT

The employees strive to achieve individual goals by achieving group goals. The regional staff took initiatives for maintaining hygiene at office and Regional HR made efforts to connect with branch employees.



## FESTIVITIES & NEW INITIATIVES

This was a month full of festivals, where employees mixed talent with fun by virtually holding competitions and bringing out the essence of each festival together. There were also a few new initiatives taken on the path of being eco-friendly and spreading awareness for safety during fire.

## SUCCESS STORY OF SATIN

At Satin, we believe in nurturing home-grown talent. Every month, we are surprised to know that our employees have climbed the ladder of hard work and achieved a milestone of success. We take this opportunity to share these stories on this platform.

It gives me immense pleasure to release the 2<sup>nd</sup> edition of “Satin Times”, our monthly newsletter. I hope that you, your loved ones, and your colleagues are safe and staying positive in these challenging times of our life i.e **Covid 19**. These are times when we need to be extra careful about our basic hygiene and also ensure that we do the right thing and be prepared to take steps beyond what we're required to do.

As the saying goes, “When the going gets tough, the tough gets going”. It will be extremely important for us that we re-assess ourselves, focus on the basics and at the same time reinvent ourselves through innovation and new age thinking. It's time to stay digitally connected with your customers and your communities. We all have to support each other and feel what one is experiencing and how can they best be supported.

Our success will depend on how resilient we are, how fast we can adapt to the new normal and how we can manage ourselves with limited resources available.

As an organisation, we are committed to take care of our employees and ensure to share joint responsibilities towards their loved ones. We recently came up with various employee benefit policies like the “**Death in Harness Policy**”, “**Covid Insurance cover**”, “**Work from Home policy**” etc. We are also happy to share that we have revamped our incentive policy wherein the payout is bigger and better than before. On the digital front, we have introduced our own HRMS App wherein information is available at your fingertips. Lastly, we have had the highest number of promotions this year and I personally congratulate each one of you for the deserved growth. We will start quarterly review mechanism which will help employees to revisit their KRA/KPIs and get timely feedback from their reporting managers.

**In September we have launched our Employee Survey** and we expect all of you to provide us with the necessary feedback which will enable us to become a better organization and a **Great place to work**.

**I wish each one of you a safe year ahead with good health and loads of good luck.**



**SUBIR ROY CHOWDHURY**  
Chief Human Resource Officer  
(Satin Creditcare Network Ltd.)



# 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.

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# EMPLOYEE SUCCESS STORIES

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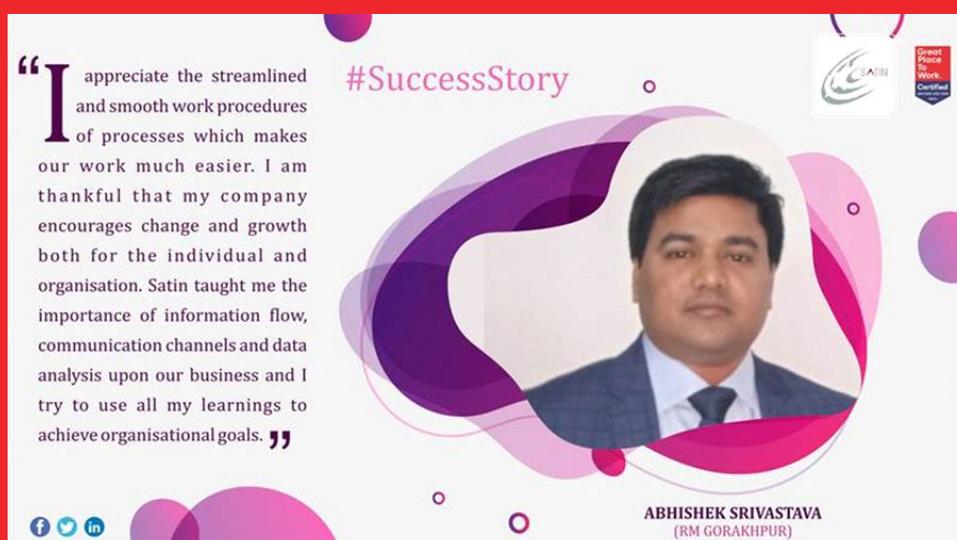


**MR. SANDEEP KUMAR TYAGI**  
RM Rudrapur

#SuccessStory

“All was going good, but a tragic incident struck my life with a fatal accident and was operated to insert an iron rod in my leg. I was completely shattered by the incident. At this moment, Satin not only motivated to overcome the shock but also helped me to get back to the job life with new opportunities. The organisation helps its employees to be the best across the industry and stand on their own feet with full of confidence and a smile on their face. It has always shown me the ray of hope whenever I was lost in the darkness of disappointment.”

<https://satincreditcare.com/satin-nurtures/#1596700717040-edca5974-a8e5>



#SuccessStory

“I appreciate the streamlined and smooth work procedures of processes which makes our work much easier. I am thankful that my company encourages change and growth both for the individual and organisation. Satin taught me the importance of information flow, communication channels and data analysis upon our business and I try to use all my learnings to achieve organisational goals.”

**ABHISHEK SRIVASTAVA**  
(RM GORAKHPUR)

<https://satincreditcare.com/satin-nurtures/#1596704484406-8b4f9908-a205>



# EMPLOYEE SUCCESS STORIES

## The Eminent Women Leaders Award 2020

We are privileged to share with you that two of our team members Sushma and Mamta had participated in "**The Eminent Women Leaders Award 2020**", conducted by HR SUCCESS TALK Community.

About the event: There were three segments in which participations were invited –

1. The HR Leader Category,
2. The Learning & Development Leader Category, &
3. The Social Service Category.

Both Sushma & Mamta submitted their papers and case studies in HR & L&D categories. Social Service category required working with an NGO. The results were declared on Saturday 08<sup>th</sup>, August, in a gala ceremony convened in an online event, attended by over 300 participants and invitees, combined. The jury members were prominent and senior HR leaders, backed up by analytics team and industrial volunteers, engaged to do background verification & establish authenticity of the content. There were 2 chief guests invited, on the D-Day, to address the virtual gathering. One of them was Ms. Archana Datta, Ex-Director General (News), Doordarshan & All India Radio and Ex-Media advisor to the President of India, the other one was Ms. Asha Devi, the mother of 'Nirbhaya', and now heading the Nirbhaya Foundation.





# EMPLOYEE SUCCESS STORIES

## **Sushma Singh Kinnu (Deputy Manager HR-Taraashna)**

Sushma has won one of the prestigious honour in “The Learning & Development” category of “The Eminent Women Leaders Award 2020.” Sushma underwent the entire evaluation process, which took over a month from placing nominations, submitting projects and write ups followed by face to face interviews with a jury of veterans & HR think tanks. She did successfully strive hard out of more than 200 mature and & well placed HR professionals, across industry segments. Her case study and project work was selected amongst 37 final case studies.

She proudly presented to the jury, our HR initiatives & programs of SUMBANDHITA (Engaging employees through HR Connect Programs) & also explained how an employee can be made more productive & rise within the ranks with recognition coupled with Pay for Performance through HR initiative - UDAAN. The projects were decked up with handpicked real life cases studies.



## **Mamta Verma (Corporate HR - Taraashna)**

Mamta competed in the same convention under the categories of HR Professional and Learning & Development. She made it to the first runner up level, just one rank, closely following up Sushma. The jury panel was exceptionally delighted to see her performance and high level of engagement in the process. Further, the panel recognized her not only as a strong, tough contender to the titles, but also the “YOUNGEST CONTENDER”.

Mamta in her case papers, presented the various Employee Engagement initiatives driven by her - placed into Digitalisation of Employee Life Cycle, Employee Pulse Program, Voice Your Opinion, various Online Trainings, E-Learning Initiative's and enabling the teams to go all-out for cashless collections, during lockdown.





# EMPLOYEE CONNECT

## BRANCH CLEANING

While we realise that this is a time wherein we need to maintain cleanliness and hygiene. The employees at Jalandhar Region got their hands dirty and branches cleaned.

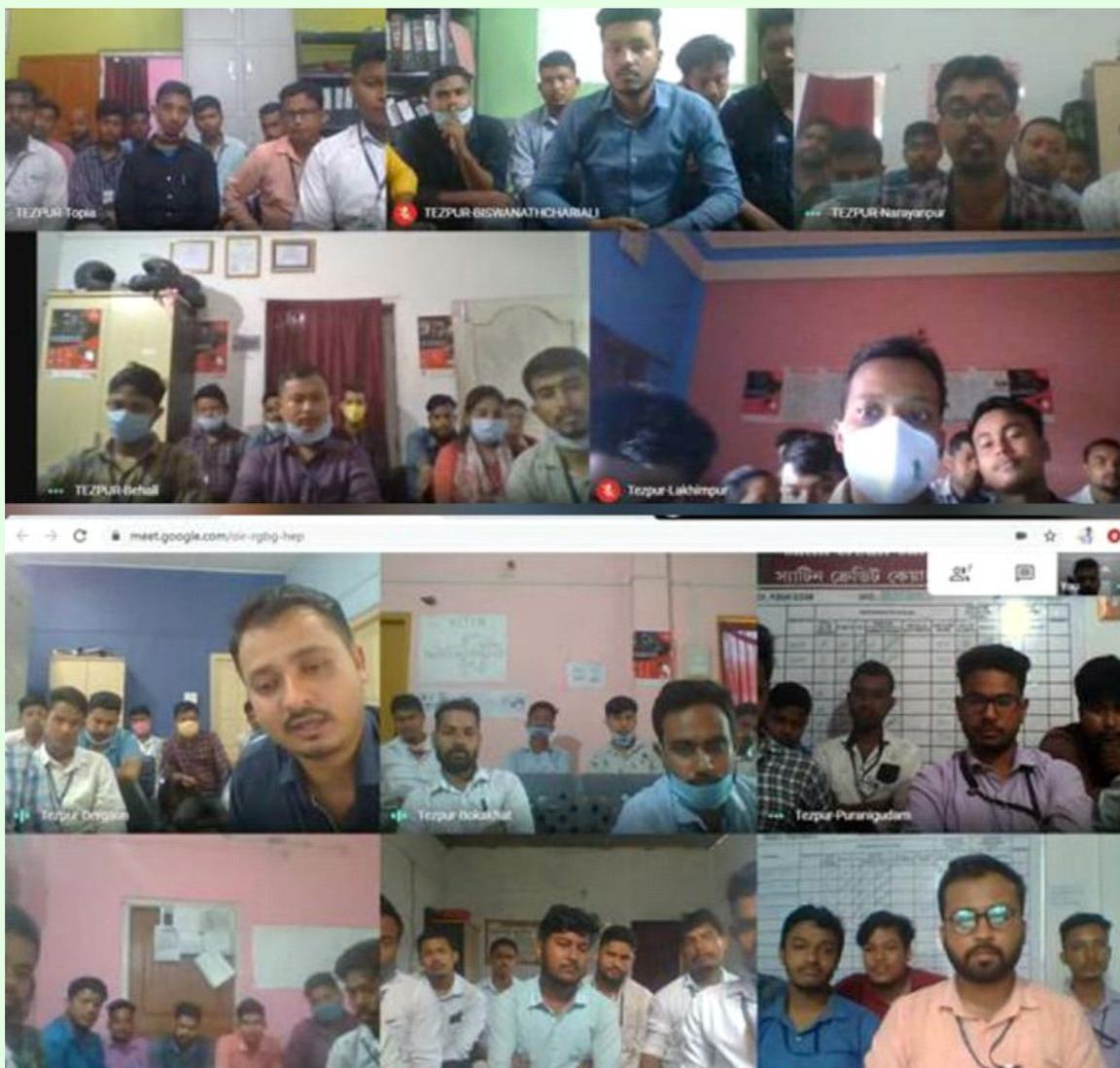




# EMPLOYEE CONNECT

## VC with HR Sessions

The Regional HRs of Tezpur and Sivasagar took VC with all branch employees ensuring the good health of them and their families. The employees were educated on how to keep the branches clean and maintain hygiene. Post resuming operations, attendance related queries were resolved during these sessions.





# EMPLOYEE CONNECT

## FESTIVITIES AND NEW INITIATIVES

### CELEBRATING INDEPENDENCE DAY (RAJASTHAN)

The Rajasthan Team organised Mr. and Ms. Rajasthan during the Independence Day celebration. Employees who wore the best ethnic clothes were awarded as Mr. and Ms. Rajasthan. It was organised for all employees in Rajasthan Circle and the employees who received the award were Mr. Ankur Gupta (Udaipur) and Ms. Renu (Jodhpur).



HAPPY INDEPENDENCE DAY





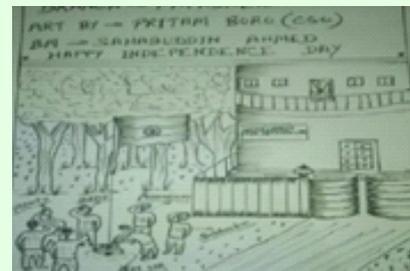
# EMPLOYEE CONNECT

## GUWAHATI

What can be a better way to celebrate Independence Day with the inclusion of each & everyone with lots of fun, flavor and stories of valor- We celebrated 74<sup>th</sup> Independence Day of India in the same manner. Everyone was energized, ebullient and motivated to make this occasion special, memorable and a tribute to our freedom fighters.

Guwahati region organized "HIDDEN TALENT CONTEST" and the THEME of the contest was "PATRIOTIC - That shows the Struggle & Sacrifice of the freedom fighters and the joy of the common people". Talent included in the contest - Painting, Sketching and Singing.

HAPPY INDEPENDENCE DAY





# EMPLOYEE CONNECT



## PANTRY TEAM OF HO

Even though the HO celebrated their Independence Day virtually, the pantry team showed their enthusiasm in the celebrations.

## NEW INITIATIVE BY CHENNAI TEAM

"A Good initiative needs good planning and good planning needs good initiative."

As per the above saying, the Chennai team initiated their eco - friendly cum plant-able seed flag distribution to the employees on occasion of the 74th Independence day. On behalf of it they had conducted a small social event on 14th Aug 2020. Below are a few wit bits about the event.



They got an opportunity to meet **ACP Mr.Govindaraji P** and his Team- Teynampet Asst Commissioner of Police Office.



The team met the corporation workers and their HR team and provided Plantable Seed Flags, facemasks and sweets to them. They also went to the police station, corporation office and met a few doctors thanking them for their contributions by giving them "**PLANTABLE SEED FLAGS**" and thanking them for their wonderful support during pandemic.



# EMPLOYEE CONNECT

## GANESH CHATURTHI

Ganesh Chaturthi is a festival of love and blessings. The Indore Region celebrated the occasion in Office with Ganesh Sthapana.



## INITIATIVE - FIRE DRILL AT HO

As per the ongoing situation, people are alert about maintaining hygiene and taking safety measure for good health, it is important to spread awareness for emergencies like fire. The HO admin team organised a fire safety drill on 21st August to educate employees what to do in such situations. Here are glimpses of the day.





# VOICE OF EMPLOYEE

**Prakriti Batra** (Corporate HR)

## **EVOLVING GENERATIONS & MANAGEMENT**

The styles of management have evolved over the years, not only with advancement in technology but also with the new generations coming in. It has been observed that the leadership theories have taken a turn in the past few decades, with a change in environment factors such as culture, societal norms and behavioural perspective.

There have been many successful managers who took their organisation to great heights with their charisma. It is not only the manager's way of leading the employees but also their understanding of the new generation's mind set. Vintage employees and new blood play a crucial role in the organisation, and maintaining a balance between handling the two takes a great deal of effort.

The patterns of thinking evolve with every generation. As an example, equality for women was a matter of concern at workplace and in the society as a whole, but is now a part of people's subconscious. Even though, it persists in few areas of the world but there has been a revolution of thought process on women empowerment. Another example is delegation of work and open-handed authority. Earlier, power distance index used to be high and managers would micro manage their teams and give less authority. Now, with generation Y and Z coming into work, delegation of work has increased, and the management is open to new ideas and suggestions instead of keeping the decision-making authority with themselves.

We are moving to an employee friendly work environment, providing flexibility and focusing on management theories helping employees align individual goals with organisational goals, keeping in mind what people demand as a motivator to continue working in the organisation.



# VOICE OF EMPLOYEE

"It completely depends on me how I arrange my thoughts and stay calm." by **Dijen Nath.**



Dijen Nath, BM, Tinsukia Branch

# VOICE OF EMPLOYEE

# PASSION OF SIBLING



## SUPERSTAR SIBLING CONTEST



Position	E-Code	Name	Region
First	21190	Dev Vrat Tiwari	HO
Second	301284	Sarvesh Chaturvedi	Bhopal Region
Third Prize	44944	Arshi	HO
Consolation	43128	Lalit Kumar	Agra Region
Consolation	44770	Firoz	Jaipur Region
Consolation	301294	Manya Gupta	HO
Consolation	46458	Harindra Sharma	Muzzafarpur Region
Consolation	83584	Anand Ganesh Madure	Bangalore Region



# SANJEEV SIR'S FAREWELL





# PREMIER LEAGUE



## TOP 25 BRANCH

## Top 10 REGION

DY_COO	REGION_NAME	BRANCH_NAME	Rank
MUKUND MADHAV	ROORKEE	SHAMLI	1
MUKUND MADHAV	ROORKEE	MUZAFFARNAGAR	2
MUKUND MADHAV	ROORKEE	KHATAULI	3
MUKUND MADHAV	HAPUR	KILLA	4
MUKUND MADHAV	ROORKEE	SAHARANPUR	5
MAHADEVA R	CHENNAI	CHINDADIRPET	6
AMARESH DAS	AGARTALA	AGARTALA	7
ANIL KWATRA	LUDHIANA	PAYAL	8
ANIL KWATRA	BATHINDA	MUKTSAR	9
MUKUND MADHAV	BAREILLY	SHAHJAHANPUR CITY	10
INDRAJIT KUMAR	BEGUSARAI	DALSINGH SARAI-B	11
MANISH SHARMA	UDAIPUR	Dungarpur	12
MUKUND MADHAV	HAPUR	HAPUR	13
ANIL KWATRA	LUDHIANA	LEHRAGAGA	14
INDRAJIT KUMAR	BEGUSARAI	DALSINGH SARAY	15
INDRAJIT KUMAR	BEGUSARAI	BEGUSARAI-B	16
ANIL KWATRA	HISAR	ELLANABAD	17
MANISH SHARMA	BIKANER	NAGAJ	18
ANIL KWATRA	LUDHIANA	JAGRAON	19
MUKUND MADHAV	MORADABAD	DHANOURA-2	20
ANIL KWATRA	LUDHIANA	FATEHGARH SAHIB-2	21
MUKUND MADHAV	HAPUR	KITHOUR	22
MUKUND MADHAV	ROORKEE	Ramraj	23
MUKUND MADHAV	AGRA	HATHRAS JUNCTION	24
INDRAJIT KUMAR	BEGUSARAI	SAMASTIPUR-B	25

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

## Top 3 CIRCLE

Row Labels	Rank
MUKUND MADHAV	1
ANIL KWATRA	2
INDRAJIT KUMAR	3

“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.”



## **LISTICLES**

When you are motivated, you have a desire to change your life. Motivation pushes you towards your goal because of a desire for change. Motivation helps you clarify your goal so you know exactly what you are working towards.

**Presenting a list of 10 best motivational books :**

**10. The 7 Habits of Highly Effective People by Stephen Covey**

**9. How to Win Friends & Influence People by Dale Carnegie**

**8. Think and Grow Rich by Napoleon Hill**

**7. Awaken the Giant Within by Anthony Robbins**

**6. As a Man Thinketh by James Allen**

**5. The Greatest Salesman in the World by Og Mandino**

**4. Don't Sweat the Small Stuff by Richard Carlson**

**3. Drive by Daniel Pink**

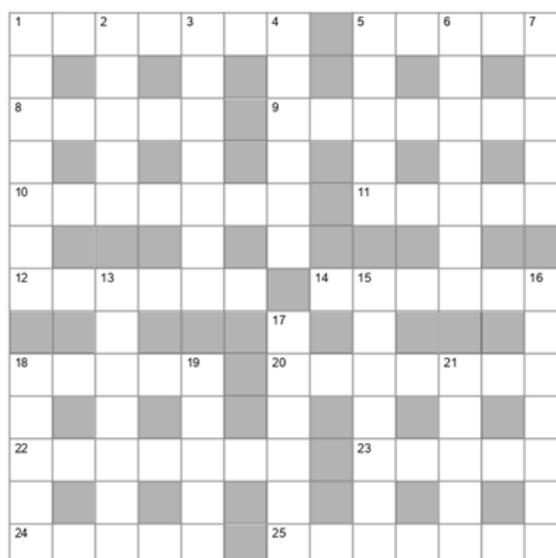
**2. The Power of Positive Thinking by Norman Vincent**

**1. The Alchemist by Paulo Coelho**



## CROSSWORD SPECIAL

Solve the crossword below and get featured in the next Newsletter. The first 10 entries received on the mail ID [Newsletter@satincreditcare.com](mailto:Newsletter@satincreditcare.com) will get featured in the third edition.



### ACROSS

- 1 Eye make-up (7)
- 5 Holy city of Islam (5)
- 8 Pick-me-up (5)
- 9 Platform for public speaking (7)
- 10 Tell a story (7)
- 11 Guile (5)
- 12 Lure (6)
- 14 Asian sultanate (6)
- 18 Parsley, sage, rosemary and thyme (5)
- 20 Flies, beetles, etc (7)
- 22 Mozart's middle name (7)
- 23 Bring up (5)
- 24 Slumber (5)
- 25 Run away (7)

### DOWN

- 1 Afternoon show (7)
- 2 Underwater detection system (5)
- 3 Antiquated (7)
- 4 Aviators (6)
- 5 Harmonious sounds (5)
- 6 Sure (7)
- 7 Let in (5)
- 13 Connected row of houses (7)
- 15 Holiday destinations (7)
- 16 Stained (anag) (7)
- 17 Afternoon snooze (6)
- 18 Coin-tossing call (5)
- 19 Farm animals (5)
- 21 One of the Marx Brothers (5)