



Satin Creditcare Network Limited

Reaching Out!



Serving For
20
years

Corporate Brochure
2020-21

At Satin Creditcare Network Limited ('SCNL' or 'The Company' or 'We'), we are encouraged by our spirit of not just doing things but by our determination of 'Doing it the RIGHT' way.

We do things the RIGHT way, not because it's our strategy but because it is our purpose. A purpose driven by the simple mindset of creating real value for others.

As a leading Indian MFI, we are guided by our long-standing commitment of reaching out to the most underserved sections of society. We are propelled by our utmost sincerity, compassion, and long-term vision of offering support where it is most needed.

As a responsible organization, we consistently strive to make a positive difference in our stakeholders' lives by driving financial inclusion. During the year, we responded to the challenges faced through our resilience and conviction. We adapted the RIGHT strategies at the RIGHT time to be able to offer the RIGHT solutions to the people at the bottom of the pyramid. We went the extra mile to support the financial needs of our customers by continuously providing access to affordable micro-credit through physical and digital means. All this without compromising on the health and safety of our teams.

We continuously reinforced our business model by maintaining a sturdy balance sheet with a comfortable liquidity profile, cautious lending approach and risk management criteria. Our strong fundamentals and conservative strategies helped us retain our firm footing and recuperate in these uncertain times while keeping an eye on opportunities ahead.

Active Clients as
on March 31, 2021

30.5 lakhs

AUM* as
on March 31, 2021

₹ 8,379 Crores

Revenue as
on March 31, 2021

₹ 1,380 Crores

Details are on a consolidated basis
*Assets under Management

Report Navigation

We have used the icons below to aid navigation and cross-referencing through the Report.



Financial Capital



Intellectual Capital



Physical Capital



Human Capital



Social and Relationship Capital



Natural Capital

Doing it RIGHT through Great Strides and Balanced Numbers



Financial Capital



Revenue ₹ 1,380 Crores

PAT ₹ (14) Crores

Gross Loan Portfolio ₹ 8,379 Crores

Net Interest Income (NII) ₹ 742 Crores

Return on Assets (0.18)%

Return on Equity (0.95)%

Capital Adequacy Ratio 25.3%

Physical Capital



Branches 1,257

States & UTs 23

Regional Offices 74

Centers 2.5 lakhs

Investment in Technology ₹ 10.18 Crores

Collection Efficiency (Cumulative for JLG only) 94%

Fostering Inclusive Growth through Gateway of RIGHT Solutions

The history of SCNL goes back to 1990 when it started providing finance to the shopkeepers who were deprived of formal financing. Today, after three decades of rich experience, it has emerged as one of the leading and trusted Indian microfinance companies. Headquartered in Gurugram, Haryana, the Company drives inclusive growth by offering financial tools that help create opportunities. Through its financial solutions outside the periphery of traditional channels of finance, the Company empowers the unserved and the underserved sections of the society.



SCNL offers a gamut of accessible microfinance solutions and extended reach. We serve the diverse financial needs of customers, especially women, across rural, semi-urban and urban areas of the country. Our Company, through our subsidiaries, is also expanding across Micro, Small & Medium Enterprises (MSMEs) and Affordable Housing Finance segment. SCNL drives sustainable growth by focusing on green business practices. The Company offers product financing for the purchase of solar lamps, bicycles, consumer durables, and loans for the development of water connections and sanitation facilities.

We have grown steadily over the years with a strong focus on customer-centricity. Our Company is underpinned by our technology-integrated processes, strong domain knowledge, dedicated workforce and a visionary leadership. SCNL remains grounded to the core purpose of driving positive impact in the lives of underprivileged communities. Our forward-looking vision differentiates us while allowing us to empower and transform the lives of 30 lakh+ customers.



Vision

Making Microfinance
Inclusive and Purpose
Driven



Mission

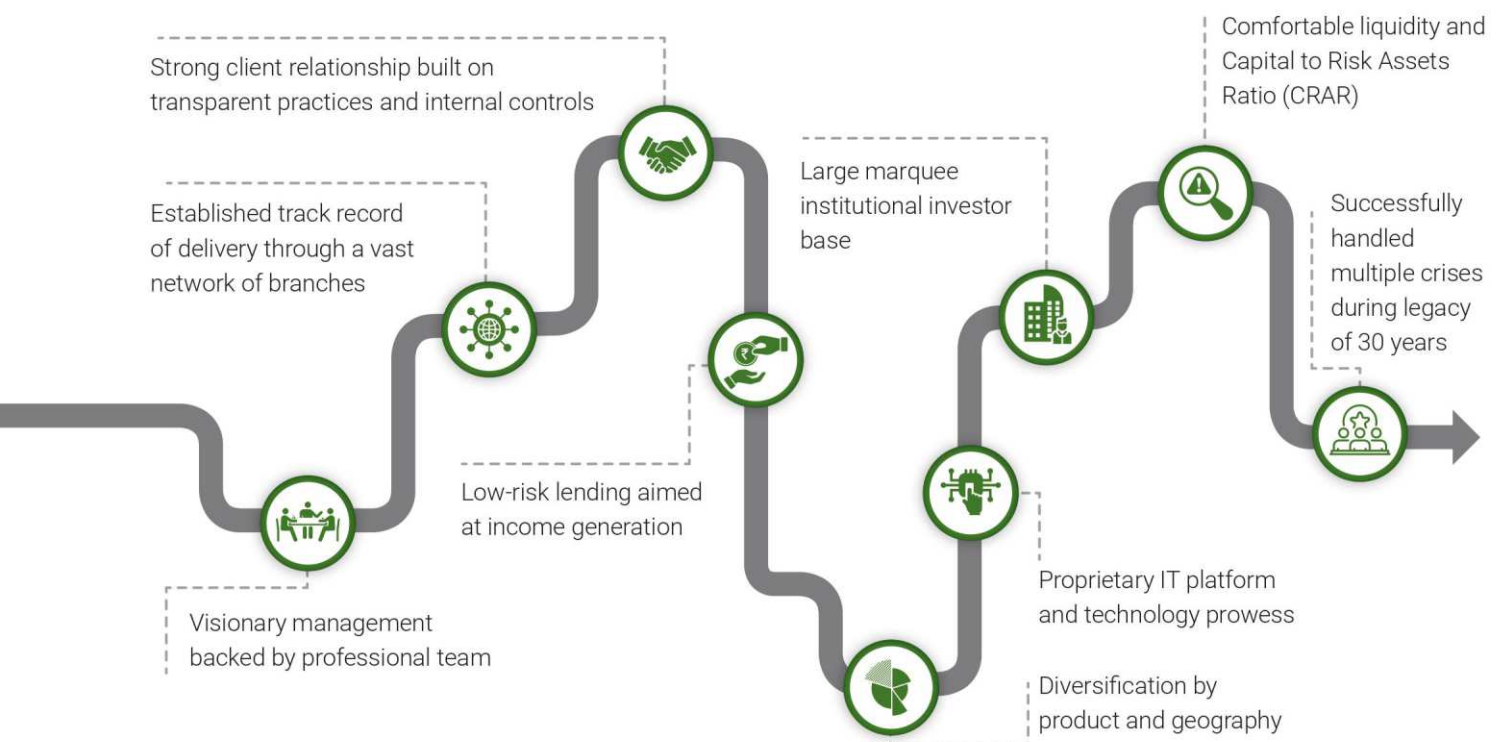
- To be a leading micro financial institution by providing a comprehensive range of products and services for the financially underserved community
- To lead in gender empowerment by leveraging on technology and innovation that forge sustainable strategic partnerships



Our Core Values

Seeking Excellence
Accountability & Ownership
Teamwork & Collaboration
Integrity
Nurturing Lives

Driving Future through RIGHT Growth Vision



Doing it RIGHT through Diversification

SCNL envisions empowering underserved customers through customized financial solutions across the value chain. The Company believes in building progressive opportunities for the lesser privileged sections across rural, semi-urban and urban India. Through a wide spectrum of financial products and services, SCNL aspires to help its customers grow and achieve their goals.



Taraashna Financial Services Limited (TFSL)

TFSL, incorporated in 2012, is engaged in the business correspondent activity with various banks and NBFCs. It facilitates access to affordable finance and provides credit and micro-insurance facilities to customers in rural and urban areas. Driving financial inclusion across the country, TFSL has rapidly emerged as a trusted partner for banks and NBFCs.

Going forward, TFSL plans to reduce the high Portfolio at Risk (PAR) numbers with a bigger business and a newly created collections infrastructure. The company also plans to scale up project Nai-Roshni with ₹ 974 Crores disbursement for its parent company SCNL and ₹ 90 Crores for sister concern SFL.

Key highlights during the year 2020-21

- Recorded a milestone of an all-time high AUM of around ₹ 750 Crores
- Impacted by COVID-19, the collection efficiency suffered initially; however, with the relaxation of the lockdown from May 2020, the collection efficiency improved from ~30% to ~95% in March 2021
- Registered the collection efficiency for new disbursements (constitutes ~52% of total AUM) at almost 100%
- Disbursed ₹ 70 lakhs worth of gold loans for DCB Bank, ₹ 4.92 Crores for its sister concern SFL and ₹ 75.30 Crores for its parent company, SCNL, under the flagship project 'Nai Roshni'

Cashless
Disbursement

~97%

AUM

₹ 748 Crores

Active Loans

3.9+ lakhs

Loans Disbursed

1.3+ lakhs

States

7

Branches

217



Satin Housing Finance Limited (SHFL)

Incorporated in 2017, SHFL provides long-term finance to middle and low-income groups in peripherals of tier II cities. Through its loans, the company provides finance for the purchase, construction, extension and repair of houses. It also offers loans against residential property, commercial property and plots. SHFL strives to leverage the brand name of SCNL and reach the deeper pockets of tier II, tier III & tier IV cities and towns. Thus, helping countless people own their dream homes.

Key highlights during the year 2020-21

- ✔ Reported steady numbers despite a challenging business environment
- ✔ Retail loan portfolio comprised 79% affordable home loans and 21% loan against property
- ✔ Registered a cumulative collection efficiency for 2020-21 at 99.6%; Monthly disbursement also picked up from 2019-20 levels
- ✔ Two consecutive profitable quarters and PAT of ₹ 1.4 Crores



Satin Finserv Limited (SFL)

SFL was incorporated in 2018. The company offers loans to the Micro, Small & Medium Enterprises (MSMEs) in manufacturing, trading and services with an annual turnover of less than ₹ 200 lakhs. SFL's loan offerings vary within the range of ₹ 2 lakhs to ₹ 15 lakhs to customers falling under the category defined and against an immovable property.

Key highlights during the year 2020-21

- ✔ Implemented 'Work from Home' setup and trained staff on precautionary measures to mitigate the impact of COVID-19 pandemic
- ✔ Received a credit rating of BBB (standalone BBB-) with stable outlook by CARE Ratings Limited; thus leveraging the parent company's brand name
- ✔ Initiated significant corrective measures to improve portfolio quality and expanded across new geographies
- ✔ Implemented required policies and systems to grant the moratorium to customers during the lockdown; the moratorium facility was extended as per RBI guidelines
- ✔ Second profitable year of operations despite overhang of pandemic

AUM

₹ 226 Crores

CRAR

90.2%

States

4

Branches

14

Loan Accounts

2,413

Active Lenders
including NHB
Refinance

10

AUM

₹ 131 Crores

CRAR

81.4%

States

8

Branches

15

Active Loan Clients

1,725

Doing it RIGHT through our Robust Value Creation Model

Capital Inputs

Financial Capital

Funding from equity and debt investors used to support our operations

Total Equity: ₹ 1,491.05 Crores

Total Debt: ₹ 6,102.43 Crores

Physical Capital

Our physical and technological infrastructure through which we conduct our operations and provide better customer service

Continuous investment in physical channels

Spend on IT infrastructure: ₹ 10.18 Crores

Intellectual Capital

Our domain knowledge and innovative research capabilities leading to robust credit underwriting and monitoring mechanism

Adoption of emerging technologies

Human Capital

Skills and expertise of employees and management team combined with our progressive work culture and values

Total employees: 10,612

Percentage of employees under the age of 30 years: 69.94%

Spend on employee engagement: ₹ 75 lakhs

Social and Relationship Capital

Harmonious relationship with our societies, customers, partners, Government, and regulators to ensure sustainable growth

Financial inclusion goals

Spend on SPM: ₹ 18 lakhs

Adherence to industry regulations

Natural Capital

The impact our business activities have on natural resources such as land and water and our endeavor towards using them efficiently

Financing of solar lamps, bicycle, water and sanitation facilities:

₹ 43 Crores

Cashless modes of repayment

Our Business Activities

Formation of Groups

Documentation & Paper Work

Follow Up Loans

Training of Groups

Center Meeting & Collection Process

Loans Sanction

Comprehensive Offerings Leading to Socio-Economic Development

- Income Generating Loans (IGL)
- Long Term Loans (LTL)
- Social Impact Financing of Solar Lamps, Bicycles, Water and Sanitation Facilities
- Affordable Housing Finance
- Micro Small & Medium Enterprises (MSME) Loans
- Business Correspondence

Our Strategic Objectives

Enhance Portfolio Quality

Expand Operations Into Newer Geographies

Integrate Information Security as a Part of Client Confidentiality

Work With Robust Digital Technology and Processes

Support Functions

- Robust Governance
- Sound Risk Management
- World-class Technology
- Efficient People

Output	Value Outcomes	SDGs
Revenue: ₹ 1,380 Crores EBITDA: ₹ 643.2 Crores PAT: ₹ (14) Crores	<ul style="list-style-type: none"> ✔ Sustainable Revenue Streams ✔ Well-capitalized Business ✔ Sufficient Liquidity 	
Regional Offices: 74 2.5 lakhs Centers Centralized Processes, LMS, eKYC, Geo-tagging, Real-Time Credit Checks Best-in-class Loan Offerings with Digital	<ul style="list-style-type: none"> ✔ Wider Customer Reach ✔ Enhanced Service Quality ✔ Simplified Processes 	
Processes Customer Service Mobile App Digital Payment Options with UPI 2.0 Certified with ISO 27001:2013 Customers per Loan Officer: 355*	<ul style="list-style-type: none"> ✔ Strengthened Business Proposition ✔ Improved Customer Experience 	
Attrition Rate: 4%** Certified as 'Great Place to Work™' Number of Active Clients: 30.5 lakhs	<ul style="list-style-type: none"> ✔ An Inclusive, Diverse and Safe Working Environment ✔ Motivated Employees ✔ Better Retention 	   
Families Benefited: 7,500 Cashless Disbursement: 100%***	<ul style="list-style-type: none"> ✔ Enhanced Community Lives ✔ Higher Customer Satisfaction ✔ Long-term Stakeholders' Relationship 	  
	<ul style="list-style-type: none"> ✔ Mitigating Climate Change ✔ Sustainable Future 	   

* Standalone for SCNL

** Monthly

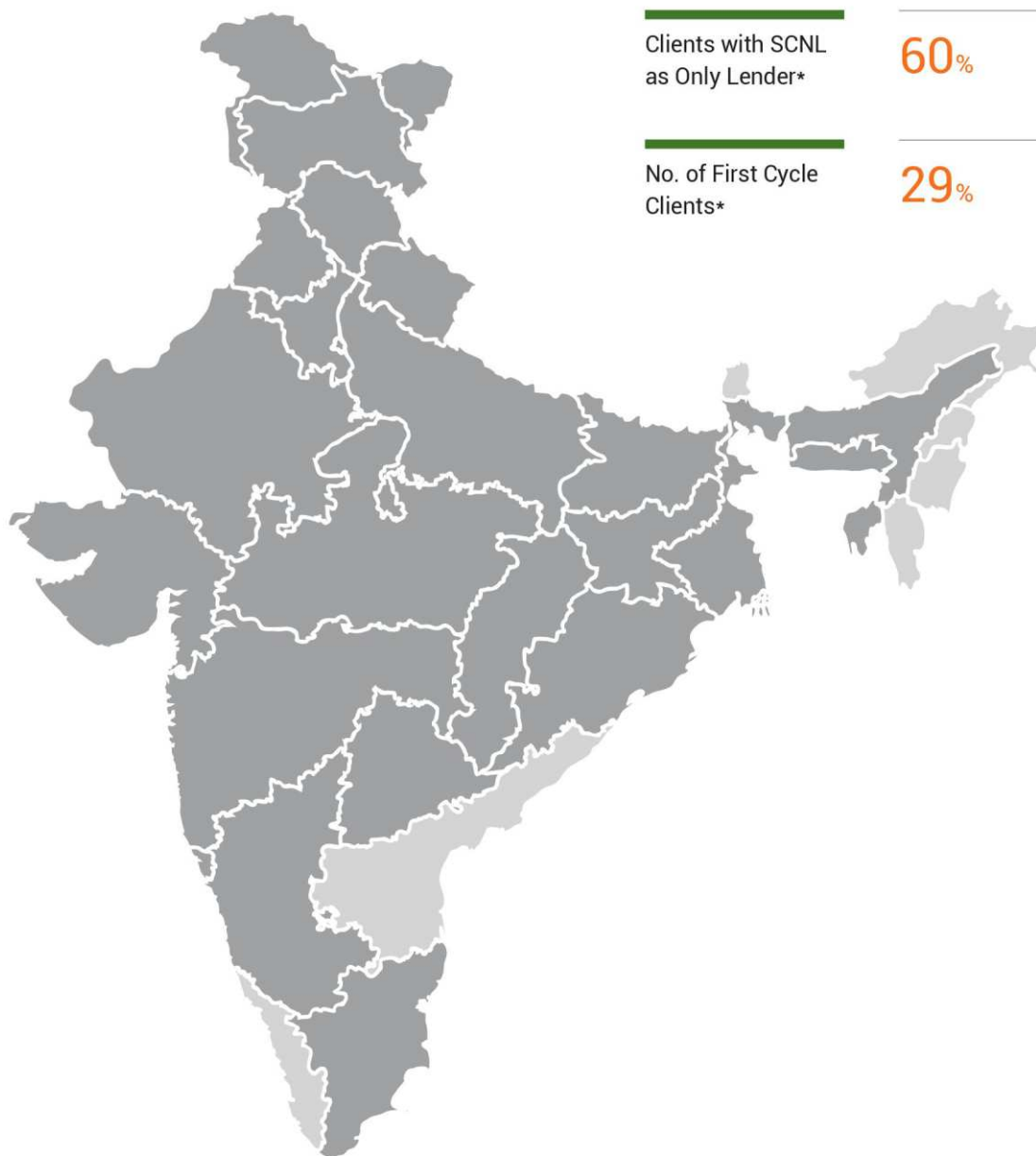
*** Across branches



Doing it RIGHT through Deepening Outreach

AT SCNL, we have always been driven to transform the lives of our 30 lakhs+ customers through affordable and accessible microfinance options. We leverage our pan-India network of physical branches to reach more customers and contribute to the nation's financial inclusion goals.





Clients with SCNL
as Only Lender*

60%

No. of First Cycle
Clients*

29%

Number of
Branches

1,257

Number of Districts

388

States & UTs

23

Number of Villages

~84,000

* At the time of disbursement, data is for JLG Standalone only

** All the figures are on consolidated basis

Map not to scale. For illustrative purposes only.

(GRI: 102-6)

Doing it RIGHT by Harnessing the Power of Technology

Technology continues transforming people's lives around the world with a clear shift towards digital adoption. At SCNL, we have built robust digital capabilities to serve millions of customers across the social spectrum. Through our technology-integrated processes, we have been delivering simplified loan onboarding journeys that offer world-class convenience to our customers.



Underpinned by digital transformation technology (Loan Management System), our loan disbursement documentation and verification time has reduced from 18 days to a few minutes – leading to faster customer acquisition. By deploying data analytics, we ensure robust credit underwriting and real-time credit approval. Moreover, our streamlined processes and lower operational costs create a highly efficient and scalable growth model while offering a safe, secured, and enriching customer experience.

During the pandemic, we used our technology transformations to our benefit. With our strong technology infrastructure, we ensured smooth transition to 'Work from Home' set-up. We continued uninterrupted customer services with enhanced contactless repayment and cashless disbursement facilities.

Our Digital Initiatives during the Year

One-stop Solution for Customer Needs

We launched a 'Customer Service Application' as a one-stop solution for the clients, offering all post-loan services. Benchmarked against the best in the industry, the app comes with a clean, simple user interface to deliver an excellent user experience with intuitive navigation.

With this application our customers can:

- ✔ View and manage active loans
- ✔ Make payments and download financial statements
- ✔ Pay EMIs, part pre-pay or foreclose loans
- ✔ Receive notifications for upcoming EMIs
- ✔ View pre-approved offers and product information
- ✔ Access information on closed loans and investments

Digital Payments Gateway

Introduced website payment option through Debit Card and UPI 2.0 with auto-debit to use simple clicks for facilitating payments

Our New-age Digital Architecture

- ✔ **Real-time Credit Bureau Checks:** Creates own Credit Bureau scorecard for prospective clients by tracking their loan history
- ✔ **Geo-tagging:** Helps with event-based mapping of geo location for better control and traceability of workforce
- ✔ **Centralized Shared Service Center:** Enables uniform processes through KYC verification, Tele Verification Response (TVR) report and Multilingual Interactive Voice Response System (IVRS)
- ✔ **Penny Drop Verification:** Checks authenticity of customers' bank accounts by transferring one rupee to their bank account

We look forward to:

- ✔ Launch full suite of Expense Management System
- ✔ Fully integrate Bharat Bill Payment System into Loan Management System (LMS)
- ✔ Launch the LMS Module for housing loan business
- ✔ Introduce ChatBots for our Customer Service Application and LMS

As a prominent player in the microfinance industry, we will continue investing and upgrading our technology systems. It will help us strengthen our business functions while also deriving greater operational and cost efficiencies.

Credit Bureau Verification	20,39,142
Disbursements	12,88,167
Loan Applications	24,94,794
Cashless Disbursements	100%
Cashless Collection	8%
GEO Mapping for KYC Sourcing, Collection Location, Branch Location & Center Location	100%

Doing it RIGHT by Creating Value beyond Numbers

Environmental, Social and Governance Reporting

At SCNL, we are committed to make our world more sustainable, inclusive and connected. As a responsible player in the microfinance industry, we consistently strive to integrate Environmental, Social and Governance (ESG) factors in our core business strategy.



Our work enables us to create a meaningful impact on the progress of our customers and communities. It helps us underscore preservation of the environment while also making a positive difference to the health and well-being of our employees. To this, we have identified key focus areas, encompassing the underlying ESG factors which are most relevant to SCNL for generating better stakeholder value.

Measuring Success

- ✔ MFI1 Grading: Highest MFI grading on an eight-point scale, implying consistent excellent performance on Operational, Risk & Process as well as Financials dimensions, CARE Ratings, January 2021
- ✔ Highest Grade C1 in Code of Conduct Assessment signifying excellent performance on Code of Conduct dimensions, ICRA, May 2020
- ✔ Grade Σa in the Social Rating Assessment, which implies a stable rating outlook, strong social commitment, good systems, evidence for good adherence to social mission and values, M-CRIL, March 2021



Environment

- ✔ Reducing Carbon Footprint
- ✔ Clean Energy Finance
- ✔ Innovative Products
- ✔ Enabling Paperless Processes



Social

- ✔ Empowering Credit Support
- ✔ Community Welfare Initiatives
- ✔ Employee Training & Development



Governance

- ✔ Ethical Business Practices
- ✔ Fair Code of Conduct and Compliance
- ✔ Data Protection

Doing it RIGHT through Our Green Initiatives



We believe SCNL can actively contribute to tackle climate change. We can help accelerate the transition to a low-carbon economy. Our Company continuously endeavors to understand the latent needs of customers.

We strive to design innovative loan products to enable women bring a positive change to their lives. We offer customized loans to facilitate customers' access to clean energy, better mobility, household appliances, household water and sanitation facilities in addition to the business loans. In the process, we contribute to the United Nations' Social Development Goals (UN-SDGs).

Clean Energy Solutions



SCNL partnered with MicroEnergy Credits (MEC) for their Global Carbon Program in the year 2020. The objective was to bring clean energy solutions to millions of Indians. SCNL, through distribution of over 1 lakh clean energy loans has been appreciated and certified for excellence in clean energy finance. Our dedicated endeavors have helped us touch the lives of over 1 lakh people and become a part of UNFCCC's Clean Development Program (CDM). Our clean energy program has collectively led to a total emission reduction of 207 tonnes CO₂, leading to an estimated 150-200 Certified Emission Reductions (CERs) by March 2021.

- Partnered with leading solar providers to facilitate access to solar power-driven home lighting systems and enable customers to engage in productive activities
- Installed solar panels on the rooftop of our new corporate office building to harness solar power and reduce electricity consumption

Clean Energy
Loans Disbursed

1,04,088

Reduction in CO₂
Emission

207 Tonnes



Home Appliances Loans



SCNL facilitates the purchase of home appliances like a pressure cooker, induction cooktop, and mobile phone to ease customers' lives.

- Led to the reduction in fuel expenditure for the households owing to less cooking gas consumption

Home Appliances
Loans Disbursed

6,950

Consumer Durables
Loans Disbursed

21,422

Water and Sanitation (WASH) Loans



SCNL, through the affordable Water and Sanitation Loans, has supported more than 1.5 lakh households since 2016, to construct household level toilet or water facility.

- ✔ Supported people across six states – Assam, Bihar, Chhattisgarh, Sikkim, Uttar Pradesh and West Bengal
- ✔ Lockdown made many households realize the importance of building a household water or toilet facility who are now willing to build/repair a toilet to improve the overall health and hygiene standards

Districts

120

WASH Loans
Disbursed Post
October 2020

26,819



Villages

30,000+

Bicycle Loans



SCNL offers loans for the purchase of bicycles to enhance customers' mobility to manage their home and work commute.

- ✔ Made women less dependent on public transport and male members of their households, for commuting to markets, production centers, and banks, among others
- ✔ Saved customers' travel time and enables them to increase work hours and thus, income levels

Bicycle Loans
Disbursed

4,471

Going Paperless. Growing Sustainable.



We promote and encourage extensive use of technology in our everyday lives. Our aim is to significantly bring down the use of paper, contributing to a healthy environment. As a responsible organization, we are gradually adopting electronic document management and other digital tools to go paperless. We have continuously increased our usage of tablets for our fieldwork to onboard new clients and manage the end-to-end loan processing. This not only results in cost-saving but also helps in promoting a greener environment and ecological balance.



Doing it RIGHT by Caring for Communities

SCNL is focused on driving financial inclusion, underlined by its strong commitment to achieve socio-economic progress of low-income communities. Our contribution to society goes far beyond providing trustworthy and reliable financial solutions. During the pandemic, we actively played a larger role towards making a tangible difference in the communities around us.

For over three decades, we have been focusing on supporting underprivileged sections of the society; and our success is deeply interwoven with the sustainable development of communities. We actively engage in a variety of community welfare initiatives through our Social Performance Management programs. Our community investment priorities are set in consultation with the Corporate Social Responsibility (CSR) committee and senior management of the Company and approved by the Board. These activities are designed to positively impact the lives of people in areas such as financial and digital literacy, health awareness, sanitation drives, supporting local schools and old-age homes, among others.

SPM Spend

₹ 18 lakhs



Support in Fighting COVID-19

- ✔ Contributed ₹ 10 lakhs to the PM CARES fund and ₹ 5 lakhs to the Assam State Health Department
- ✔ Awarded with an appreciation letter from the District Collector, Dibrugarh (Assam) acknowledging SCNL's COVID-19 relief initiatives
- ✔ Distributed masks, ration and hygiene kits across locations in Assam, Punjab, Madhya Pradesh and Odisha, in coordination with the district administration
- ✔ Ensured client safety and educated them to follow COVID-19 precautions with efforts from our field team

Medical Insurance: HospiCash

- ✔ Facilitated clients and their families with a fixed coverage as per HospiCash, an insurance social service
- ✔ Offered coverage against hospitalization of any nature, prolonged hospitalization, accidental death, critical illness and permanent total disability
- ✔ Covered a total of 4,52,790 families during 2020-21
- ✔ Modified the HospiCash product to cover both, the client and the client's spouse under the accidental death and critical illness benefit

Financial Empowerment Workshops

- ✔ Organized six 'Women Financial Empowerment Workshops' in three states (Odisha, Punjab and West Bengal) along with Nordic Microfinance Initiative (NMI) – a Public-Private partnership between the Government of Norway and the leading Norwegian financial institution
- ✔ Connected with the customers by dismissing common myths and created awareness with right information about COVID-19 safe behavior
- ✔ Imparted right information about various Government livelihood promotions and enterprise development schemes, importance of financial literacy, enhanced banking behavior by showcasing success stories of our clients
- ✔ Gifted ration and hygiene kits to the participating customers at some locations, as a measure of solidarity in the difficult times
- ✔ Attended by around 70-100 center leaders, adhering all COVID-19 protocols

Flood & Cyclone Relief Initiatives

- ✔ Organized distribution of ration, medicines and blankets for the flood-hit villages in Bihar during monsoons
- ✔ Developed flood relief plans after analyzing the requirements of the affected citizens
- ✔ Supported the cyclone-affected communities in West Bengal and Tamil Nadu after being hit by Amphan and Nivar, respectively, with distribution of ration and medicine kits

Other Ongoing Initiatives

- ✔ Supporting education initiatives of the Anil Jindal Memorial Foundation (AJMF), Maharashtra, particularly the Anil Jindal World School
- ✔ Developing the Communication Arts and Culture Science Education Centre (D-CACUS-EDUCATION CENTRE), Manipur, for providing vocational education and employment creation
- ✔ Supporting the development and efficiently run Rishihood University at Sonapat, Haryana, and the Mangalayatan University at Beswan, Uttar Pradesh
- ✔ Aiding the construction of new bird hospitals and extension of facilities at existing hospitals in Delhi NCR



Doing it RIGHT by Enabling a People-first Culture

At SCNL, our aspirations are intrinsically aligned with the welfare of our people. The fulfilling experience and value we create for our customers and the success of our business rides on the quality and commitment of our people. Therefore, we work hard to recruit, develop and retain the best people throughout the Company.

Our people policies are designed to foster the development of a future-ready workforce. We are committed to providing our people with a nurturing environment, enabling them to unleash their full potential. Regular training workshops and leadership programs are conducted across all levels to build a sustainable leadership talent pipeline. At SCNL, we have curated diverse learning modules – digital and interactive classroom trainings – that are easily accessible to our employees to deliver high-quality learning programs.

Great Place to Work™

SCNL has been recertified in 2021 by the globally reputed institute of 'Great Place to Work™'. The Company featured in the Top 30 Best BFSIs in India. This recognition is a testament to the trust our employees have in the Company along with the inclusive and purpose-led work culture that we nurture.

Certification for the Year 2021

Great Place to Work™

Trust Index Score

85

BSFI Ranking by 'Great Place to Work™' in April 2021

Among Top 30

Structured Learning Solutions

Putting our strategies to action, learning and development programs play a crucial role in enabling our employees achieve specialized skill sets. We have curated diverse learning modules – digital and interactive classroom trainings, developed in-house and through certified training organizations. Below is a snapshot of training initiatives that we undertook for our employees during 2020-21:

- ✔ Streamlined training during the pandemic by delivering training sessions through online mediums; resulted in cost and time saving
- ✔ Launched 'SCNL Training' YouTube channel to facilitate 'Learning on the Move' and 'Ease of Learning' for the field staff; created and published video tutorials in 11 vernacular languages
- ✔ Delivered 832 sessions on 'Cashless Collection Training' (including Fingpay, UPI Integration, UPI 2.0, LetzPay and CSA) to 20,279 participants
- ✔ Introduced a Branch Manager (BM) certification program named 'Step Up'; Included 'On the Job Training' process for the BMs where they are assessed on a set of 40 parameters
- ✔ Completed 'Orientation Training' of 2,874 new joiners in 320 sessions including induction, Disha collection and media relations SOP

Participants

83,554

Training Sessions

2,879

Training Sessions Delivered Digitally

1,664

Training Sessions Conducted in Regional Offices

291

Training Sessions
Conducted at
Branch Premises

924

Hours of Training

9,001

Average Batch Size
of Participants

29

Nurturing Talent

Our initiative, 'UDAAN', focuses on recognizing talent and promotion of the field team members. As a part of the program, Assessment Development Centers (ADC) are conducted on monthly basis along with testing the employees on various grounds. This program helps us empower our employees and encourages them to achieve excellence at work.

Employee Engagement

Our employee engagement initiatives and celebrations bring the spirit of togetherness and bonds employees like never before. We celebrated the 30th Founders' Day where the employees shared their growth journey in the Company. The pandemic brought a transition by engaging employees via digital modes. During lockdown, we kept the employee morale high through Happy Hour with HR sessions, Quizarday with HR, 'Work from Home' tips, and Yoga at Home, among others at head office level and regional/branch level. Apart from this, virtual activities like Yoga Se Hoga Challenge, Superstar Sibling and Capture Memories-Create Stories, Newsletter and Satin ki Dhun were also organized.

Resolving Employee Grievances

SCNL has a dedicated Employee Grievance Redressal Helpdesk and a toll-free number, by the name of 'Atoot Bandhan'. Through this help desk, we ensure that the employee grievances are resolved faster within the specified turnaround time.

Issues Resolved as
on March 31, 2021

1,268



Our Response to COVID-19

In the wake of the nationwide lockdown to contain the spread of COVID-19, we took proactive measures by issuing a detailed list of Do's and Don'ts to our branches and regional offices. The same was displayed at all our offices, shared through mail and a central communication was sent on Community Service Officers' tabs to ensure its strict adherence. We leveraged the benefit of cashless collections to minimize our staff's exposure and travel. We ensured essential food items were well-stocked in the branch kitchen during lockdown, to ascertain our resident staff's well-being.

During the lockdown, we seamlessly transitioned to 'Work from Home' module for our employees through our state-of-the-art technology platforms. We rolled out three major policies during the year – COVID-19 Combating Policy, Satin Sahyog Policy and Satin Ease Policy. These policies were aimed towards ensuring health and safety of all our employees.

COVID-19 Combating Policy

Our Company is covering all the employees under COVID-19 Mediciam policy, irrespective of their ESIC status w.e.f. June 25, 2020-June 24, 2021. Additionally, our organization also introduced a special COVID-19 paid leaves of 15 days for infected employees with 15 days' 'Work from Home' benefit.

Satin Sahyog Policy

We are disheartened each time we hear about the unfortunate death of our colleagues who either succumb to fatal accidents while performing their duty. As a Company that cares, we have pledged to stand by such colleagues' families by offering term life insurance of minimum ₹ 10 lakhs in case of normal death and additional ₹ 10 lakhs in case of accidental death to the nominee members. It also includes pension, education assistance, job for a family member and lifetime mediciam cover for the entire family, as applicable.

Satin Ease-Menstrual Policy

The Company offers women staff with the provision to 'Work from Home' for one day during their menstrual cycle or for illness during menopause.



Leading through Excellence

Translating Vision into Reality through Our Leaders

”

Mr H P Singh, CMD, was conferred with the prestigious title 'Best CEO of the Year' for excellence and leadership in branding and marketing at the 7th Edition of The Golden Globe Tigers, 2020, Malaysia on December 15, 2020

Mr H P Singh

”

Mr Nikhil Mallah

Mr Nikhil Mallah, Vice President – HR, was conferred with the 'Young HR Leader 2020' title at the Great Manager Awards 2020, on December 16, 2020

”

Ms Aditi Singh, Head – Investor Relations and Corporate Communications, featured in India's 50 Best Corporate Communications Leaders 2021, organized by the White Page International on February 18, 2021

Ms Aditi Singh

Appreciation that Drives to Do Even Better



SCNL Annual Report 2019-20 ranked 17th among the Top 100 Best Annual Reports and won the Gold spot in Best Financials at 2019-20 Vision Awards by League of American Communications Professionals (LACP), USA



Certified as 'Great Place to Work' second year in a row with a score of '85' in Trust Index for March 2021 to February 2022



Recognized among India's 30 Best Workplaces in BFSI – 2021



SMART-Certified in Client Protection Principles for second time in a row by the Smart Campaign in April 2021



**SATIN CREDITCARE
NETWORK LIMITED**

REACHING OUT!

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communications@satincreditcare.com