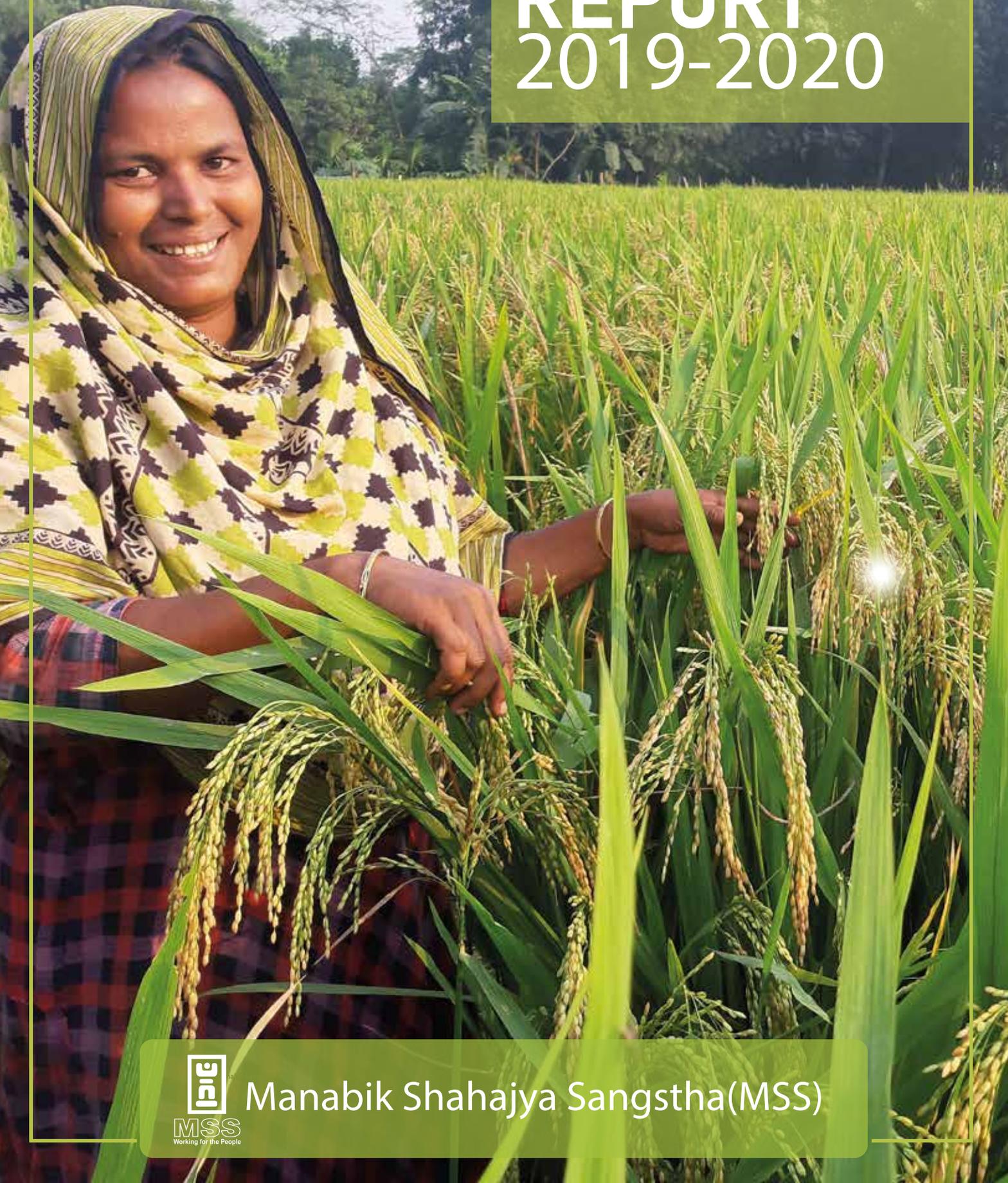


ANNUAL REPORT 2019-2020



MSS
Working for the People

Manabik Shahajya Sangstha(MSS)

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PREFACE

The annual report of Manabik Shahajya Sangstha (MSS) narrates the achievements of the various programmatic interventions carried out during the year 2019-2020.

The Women's Credit Program (WCP) continued to grow in respect of members' enrollment, average savings balance, average loan disbursement and loan outstanding balance. However, the overall growth suffered a huge setback due to the advent of coronavirus pandemic followed by the declaration of general holidays by the government leading to suspension of all activities for three months of the reporting period.

The Micro-Enterprise (ME) and Small and Marginal Sized Farmers Agricultural Productivity Improvement and Diversification Financing Project (SMAP) recorded an increase in loan disbursement by 19.81% and 5.65% respectively in 2019-2020 which is effectively contributing to boost up production in the respective sectors.

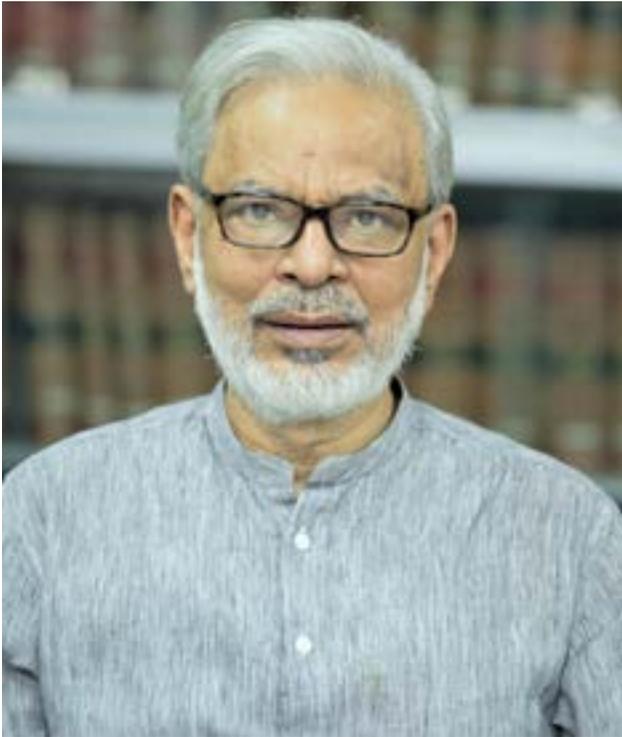
The Eye Care Program (ECP) - MSS was progressing well with its planned activities but was interrupted for over three months due to the pandemic COVID-19. ECP however resumed its activities by opening "Eye Care Helpline" aiming to make eye care services available to all people so that they can avoid hospital/clinic visit and stay safe from Covid-19 exposure. Despite challenges, ECP touched the landmark of providing eye care services to more than 100,000 underserved people since its inception in 2014. During the reporting period, ECP performed 3270 surgeries and screened 22,052 students of 69 schools compared to 13,442 students of 38 schools in 2018-2019 reflecting the management's emphasis on the school sight testing program.

Shishuder Jonno- Integrated Child Development Program (SJ-ICDP), supported by Save the Children is going to embrace the Quality Implementation Phase after the successful completion of its Build-up phase. Creating excellence, adding value and dry run for sustainability are the pressing areas of this quality improvement phase. In line with this, a total of 219 learners were mainstreamed to the schools during the reporting period, among other achievements.

The integrated ENRICH (Enhancing Resources and Increasing Capacities of Poor Households towards elimination of their poverty) project made progress in the interventions of performing surgeries on cataract patients, imparting training on income generating activities, holding ward coordination meeting and ward youth coordination meeting.

We express sincere thanks to our development partners, strategic partners, government and local government officials, local elected bodies, patrons, project participants, and MSS staffs whose cooperation led to the successful execution of various programs. Profuse thanks go to the members of the General Body, Executive Committee and Finance Committee of MSS for their timely and proper strategic directions and valuable times spared throughout the year to keep various programs on track.

Dhaka-Bangladesh



MESSAGE FROM THE PRESIDENT

To overcome the setback suffered due to COVID-19 MSS is aligning its program restoration and expansion plans keeping the “new normal” reality in mind

The growth and expansion of MSS was inhibited this year due to the invasion of COVID-19. From end-March until end-June 2020 general holidays were declared by the government to enforce lockdown to curb the spread of COVID-19. Consequently, all MSS programs including its microcredit program had to be suspended until end-June 2020. MSS responded to the COVID challenge by introducing new innovative programs, products and activities to benefit its members and ameliorate their sufferings caused due to shut down of the economy. As a fallout of this disruption MSS was unable to achieve its set targets for the year under review.

To overcome the setback suffered due to COVID-19 MSS is aligning its program restoration and expansion plans keeping the “new normal” reality in mind. Initially, MSS provided financial and material grants to its worst affected, financially weak members. In addition, MSS will respond to the virus challenges by launching new innovative products and programs that help members augment earnings so that they can come out of the financial difficulties caused due to COVID-19. Further, as part of our expansion plan, we are also actively considering to launch more social welfare programs in addition to the existing ones and expand its reach to all MSS working areas. Besides emphasis on health care, a replicable vocational training center is in the agenda which will give opportunities to the youths to develop their technical skills and eventually obtain employment or become entrepreneur.

I take the opportunity to thank the committed and hardworking MSS staff, members of the executive committee, general body and the finance committee for their enormous arduous efforts to advance our mission.

Feroz M Hassan

President

MSS MILESTONES

1974	MSS Started its Mission through Rehabilitation Program
1977	Got an Organizational Shape
1978	Registered with the Government Agencies
1982	Initiated Family Planning Program
1984	Initiated Microfinance Program
1989	Initiated Women's Credit Program (WCP), Phase-I
1991	MSS received prestigious Prime Minister's "Population Award-1991
1991	Launched Women's Credit Program, Phase-II
1992	MSS received the Mayor's Award for its EPI Program
1992	Initiated Governance Partnership Program
1995	Established Fair Election Monitoring Alliance (FEMA) – a citizens' coalition to monitor elections
1996	Attained Sustainability in the Microfinance Program
1997	Initiated Electoral Assistance Program; Set up Day Care Program in Slums
1998	Started Partnership with CARE Bangladesh INCOME Project-II
1999	Initiated Self-Sustainable Social Services Project
2000	Initiated Civic Voter Education & Legislative Support Service Project
2001	Started Partnership with CARE Bangladesh INCOME Project-III
2002	Land Purchased for MSS in Dhaka City for multi-purpose use
2003	Purchased office space and shifted head office and other project offices at its own space
2003	Initiated Study Circle Resource Center Project
2003	Initiated Human Rights Education Project
2004	Partnership with Commercial Bank for microfinance Program
2005	Launched SHOUHARDO program with CARE Bangladesh
2005	Introduced Merit Nurture Initiative Program under WCP
2006	Launched Project Dignity with Grameen Trust
2006	Initiated MSS-Foundation for the Justice Friendship Project
2006	Launched Preparedness for Effective Emergency Response Project with Concern Worldwide
2006	Initiated Voter and Civic Education and Observation of the 9 th Parliamentary Election
2006	Initiated partnership with Election Working Group (EWG) of The Asia Foundation
2007	Became member of Palli Karma Sahayak Foundation (PKSF)
2007	Launched Rehabilitation of Non-motorized Transport Pullers and Owners Project
2007	Became member of International Housing Coalition (IHC)
2008	Became member of Banking With The Poor (BWTP) Network
2008	Got Microcredit Regulatory Authority (MRA) Certificate
2009	Started construction of Community Based Resource Center (CBRC)
2010	Introduced Grihayan Tahabil (housing fund) Management
2010	Launched VGD Project with GoB
2010	Set up Eye Vision Center
2010	Established Community Based Resource Center (CBRC)
2013	Launched ENRICH (Enhancing Resources and Increasing Capacities of Poor Households towards elimination of their poverty) project
2013	Launched SUCHALA Project
2014	Launched Eye Care Project-MSS
2014	Received 9 th Citi Micro-entrepreneurship Award 2013 as the best MFI
2014	Launched Integrated Child Development Project (ICDP)
2014	Launched Euglena <i>Genki</i> Program
2015	Launched SMAP

INSTITUTIONAL OVERVIEW

Background

The birth of Manabik Shahajya Sangstha (MSS), a national level non-government organization took place by providing humanitarian aid to the distressed people when the country was hit by a massive flood in 1974. Having an organizational shape in 1977, MSS redirected its focus on poverty alleviation and the empowerment of the poor especially the urban and rural women of Bangladesh. Thereafter, MSS started health and population services in 1982; an integrated savings and credit program for the urban poor in 1984 which has since become sustainable. MSS was again in the front line when focus of development shifted to building democratic societies and promoting good governance.

MSS is also promoting child rights, food security, health and nutrition services, housing, non-formal primary education, early childhood care and development and supporting education by providing scholarships towards establishing a society free from poverty where there is equality among citizens and citizens' rights are respected.

The Women's Credit Program (WCP)-MSS, the flagship program, is growing with the inclusion of more members. Until June 2019, MSS was operating its microfinance program through 144 branches in 124 upazillas of 17 districts. MSS emphasizes on social services programs to complement its credit program for the holistic development of underserved people.

Legal Status

MSS is registered with the following authorities:

- Registrar of Joint Stock Companies: No. $\frac{S-657}{3}$ dated: 17/4/1979
- N.G.O Affairs Bureau No:130 dated: 23/11/1982
- Microcredit Regulatory Authority: No. 00165-01033-00233, dated: 14/5/2008

Vision

Establish a society free from poverty where there is equality among citizens, citizen's rights are respected and they actively participate in the democratic process for establishing those rights.

Mission

Empower disadvantaged people by developing their institution building and leadership capabilities, enhance their awareness on rights and provide access to resources for their socio-economic upliftment.

Strategies of MSS

MSS believes that if the consciousness and capability of the poor people can be raised through education and training then it will be easier to provide them with suitable economic and social programs. Their economic and social empowerment would enable them to develop their own organizations and peruse economic rights, which would be possible through their access to available resources and facilities.

Objectives of MSS

- Initiate welfare projects for the underprivileged segments of the society
- Promote democracy, good governance and rights focusing on women and children
- Promote savings and extend credit to underprivileged urban and rural women
- Provide healthcare services, family planning and child immunization and clinical backup
- Provide relief to calamity stricken people

Core Values

- **Integrity:** We conduct business in honest and ethical manner promoting honorable initiatives and not compromising the truth.
- **Transparency:** Operate openly and candidly and provide full disclosure on issues around conflict of interest, operations and funding practices.
- **Culture of Collaboration and Excellence:** By passionately working together with all stakeholders, we challenge each other to achieve the highest levels of professional excellence.
- **Teamwork:** Work as a team, respect each other's view, and support each other towards meeting the goals.
- **Accountability:** Take the responsibility of the assigned tasks and make commitment to achieve the goals. We are committed to measuring, achieving and reporting results, and to using resources wisely.
- **Leadership:** Lead by example. Play the role of leadership from respective positions to achieve organizational goal.
- **Gender responsive:** Create a gender responsive working environment removing all sorts of discrimination. Giving due privilege to females in programming.
- **Empowerment:** We are pledge bound to empower the underserved people by making resources and essential services available to them.

GOVERNANCE

General Body (GB), Executive Committee (EC) and Management

Any adult citizen engaged in any profession and possessing initiative and enthusiasm for social welfare is eligible to become a member of MSS's General Body (GB). The 20-members GB approves the annual report, audit report, budget and appoints the Auditor. It meets at least once a year and elects a seven member Executive Committee (EC) for a period of three years from amongst themselves.

The EC formulates policies, guidelines, and directives for the management to execute. It appoints and evaluates the Executive Director (ED)/Chief Executive Officer (CEO) and other project directors. The President and Treasurer co-sign cheques with the ED and Finance Head. It meets at least four times a year. In case of emergencies, it may, however, meet anytime as needed. The EC constitutes special committees to deal with specific issues such as finances.

The management team headed by the ED comprises full time staff of the organization tasked with execution of the policies and programs. The top management coordinates their activities through a Senior Management Committee (SMC) and is supported by a group of committed staff.



Annual General Meeting of General Members underway

Transparency

Transparency is a core value at MSS. We operate openly and candidly and provide full disclosure on issues around conflict of interest, operations and funding practices. In addition, MSS prepares annual reports and audits its accounts by an external auditor appointed by the GB. The reports are disseminated to the stakeholders.

Strategic Focus

MSS is pledge bound to empower the underserved people, particularly women, by making resources and essential services available to them. The organization adopts programs based on the needs of its target people.

Internal Control Systems

A robust internal auditing and monitoring system is in place at MSS. In addition, it has a management information system (MIS). MSS has a Finance Committee (FC), comprising 03 general/ EC members including the Treasurer that meets at least once every two months to deal with the financial matters. The Finance Committee exercises oversight on financial matters and vets all major expenses before seeking EC's approval. It also has a Senior Management Committee (SMC) comprising heads of the department that meets once every month coordinating activities and resolving crucial issues. The SMC has its own terms of reference.

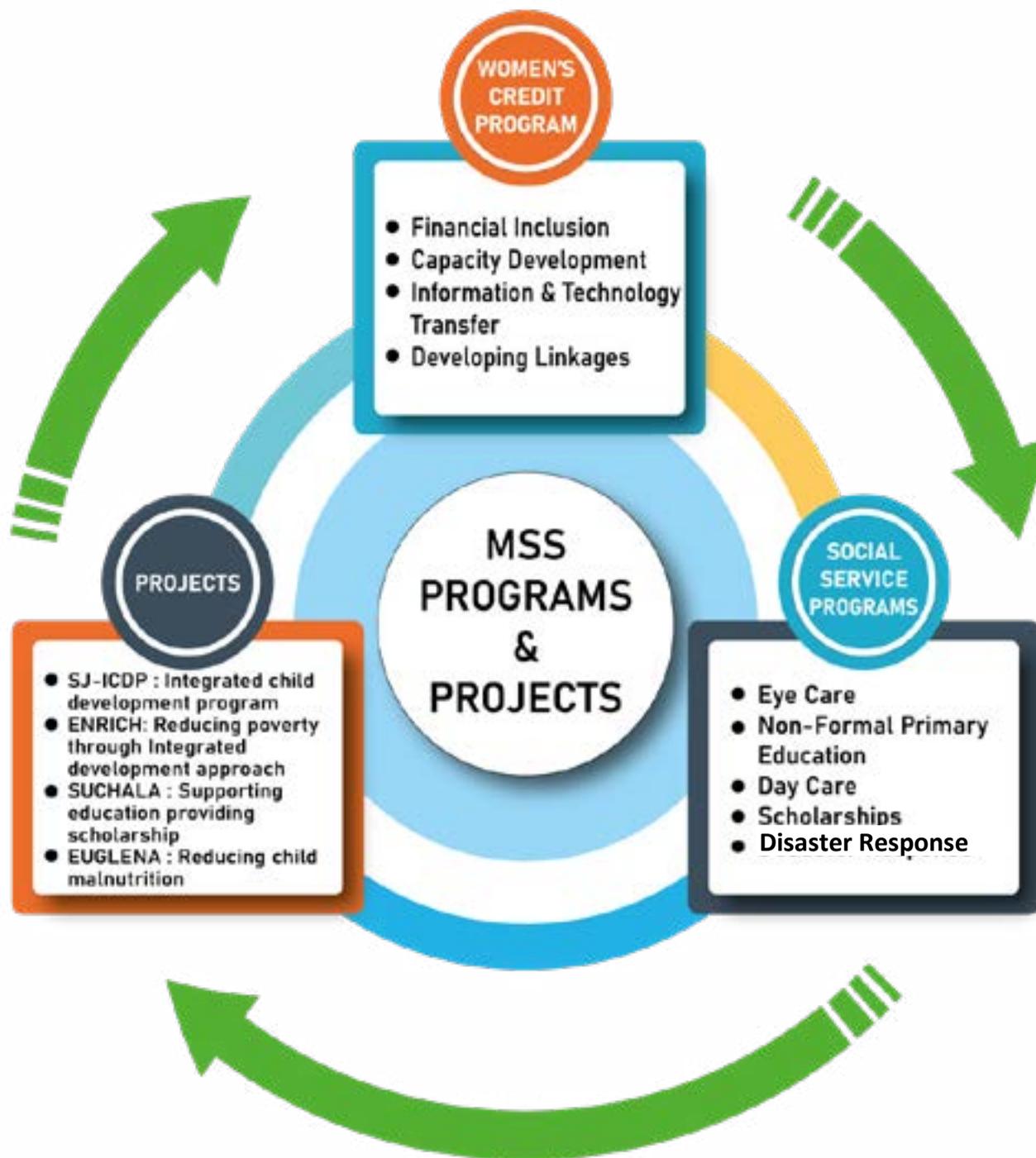
For smooth operation of microfinance activities, it has a committee at the area level called Loan Administration Committee (LAC) that meets once a week. The committee looks into the progress of clients and programs and approve loans. MSS has service rules and procurement policy which are adhered to.

The EC meeting is held quarterly. The management reports on programs and financial status or any special projects or issues of importance is submitted to EC by ED/CEO. The ED/CEO discusses matters with the President who then consults all relevant issues with the members. If the issue is financial, the convener of finance committee is consulted. Decisions of the committee are documented.

There is an internal audit department headed by an Assistant Director-Audit and Compliance who reports to the CEO on any discrepancy that he finds at the head office and field level operations. Headed by a Deputy Director-Finance & Accounts, MSS has its finance department that follows international accounting standards and principles. The finance department maintains cash books, ledger, different registers and all relevant documents. An accounting software is used to record all transactions including its credit operations which make it possible to generate real time reports. The staffs are involved in recording all financial transactions, preparing financial statements, budgets and analyzing financial reports. Regular supervision and monitoring are done to see accuracy of reports and information sent from the field level offices. The CEO and the Head of Finance and Accounts sign all cheques for operational expenditure.

The financial statements are prepared monthly as well as on yearly basis. These include: Receipts and Payments Account, Income and Expenditure Account, Balance Sheet and Cash Flow Statement. To evaluate financial performance ratio analysis is also done periodically.

PROGRAMS AND PROJECTS OF MSS



WOMEN'S CREDIT PROGRAM (WCP)

Background

The microfinance program of MSS which is known as Women's Credit Program is an important tool for reducing poverty and empowering the poor. It is a mechanism to make resources available to those who did not have access to resources from institutional sources such as the commercial banks. MSS launched its first urban micro credit program in 1984 styled as "Small Credit Fund" (SCF) aiming to encourage income generating activities in the non-formal sector for poverty alleviation and empowering the disadvantaged segment of the society. Urban poor, females and males, were our target groups.

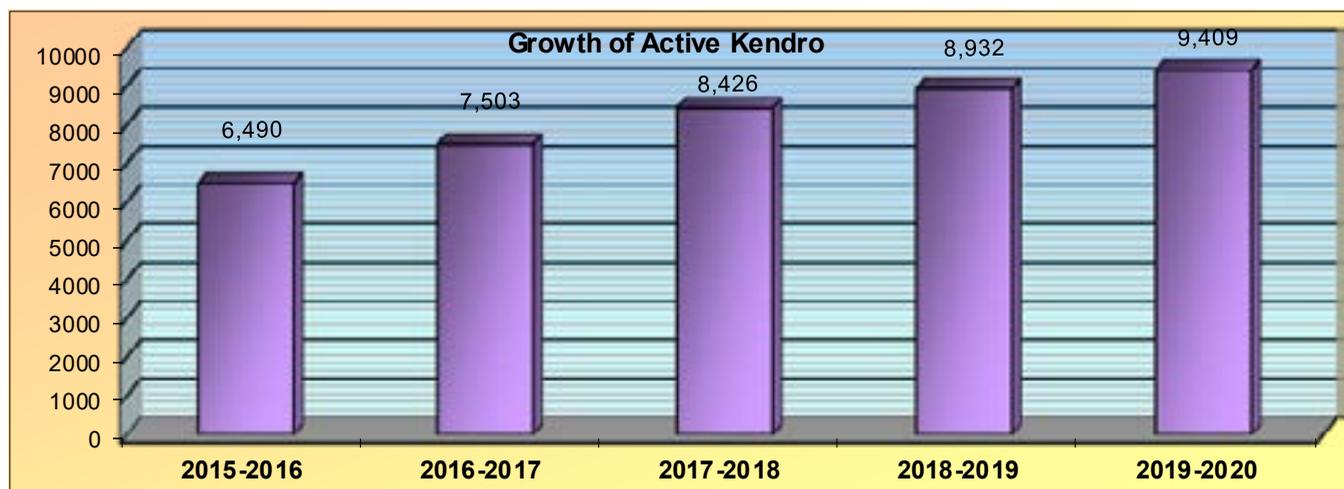
Based on the good performance of the women members in the SCF, MSS launched Women's Credit Program in 1989 as an integrated savings and credit program. WCP was the first urban replication of the Grameen Bank model in Bangladesh.

On the basis of successful operation in the preceding years and to retain the overall growth of the organization, MSS-WCP management decided to carry on its expansion plan of microfinance program in more urban and rural areas by enrolling more distressed women, making credit available to the urban and rural poor enabling them to be involved in different income generating activities, which in turn, enabled them to become economically self-reliant. Through this process, MSS-WCP proved itself a cost effective, sustainable, reliable financial service for employment and income generating activities for the poor, while achieving a recovery rate of above 99% since 1989.

In 2019-2020, MSS was operating its WCP through 144 branches and at the end of the fiscal year, total number of active members stood at 227,876 and the total loan outstanding was Tk. 5,077.03 million achieving a loan recovery rate of 99.44%. During the reporting period, MSS-WCP recorded 7.66 % annual growth of assets.

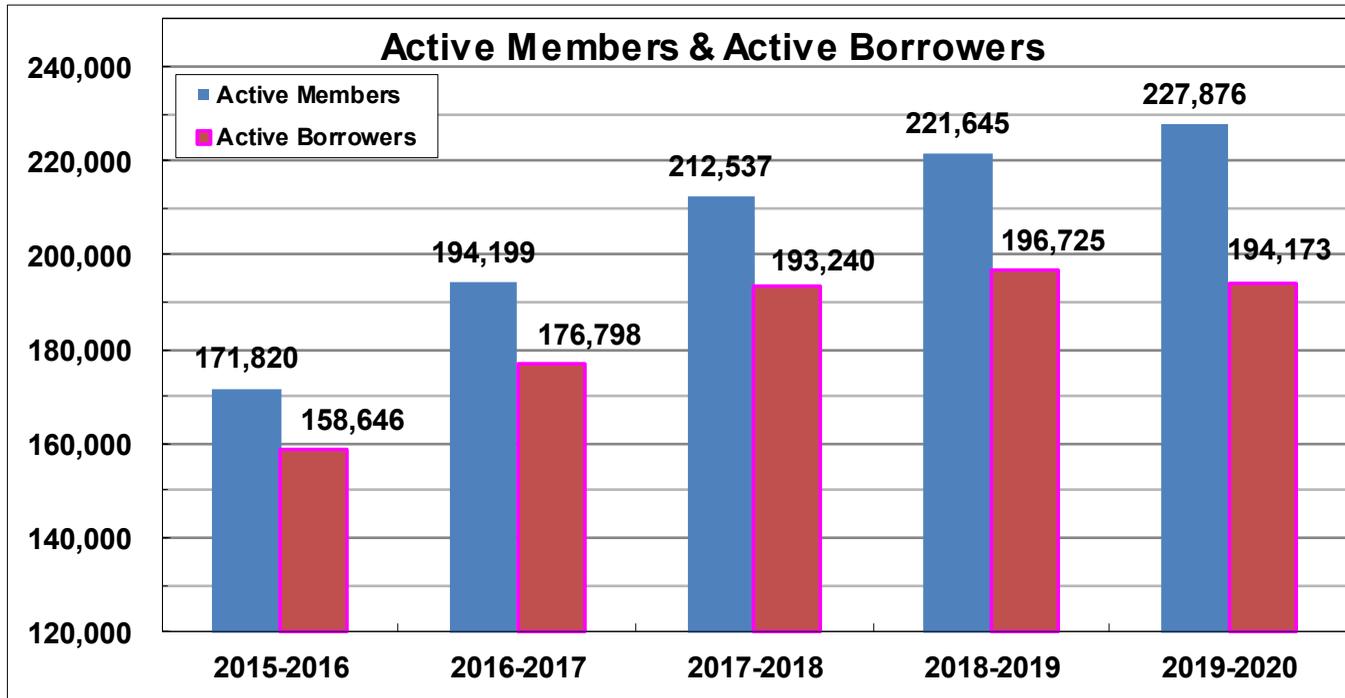
Group Formation

The community-based group or *kendro* formation is done through social mobilization. *Kendro* is the meeting place of the WCP members where they meet once in a week, make loan proposal, and pays back weekly loan installment. Information on various social and health issues are disseminated through *kendro* meeting. Five to six groups of five each federate into a *kendro* having 25-30 members and elects a *kendro prodhan* (leader). In 2019-2020, a total of 506 *kendro* were added to WCP totaling 9,409 *kendro* with 227,876 members.



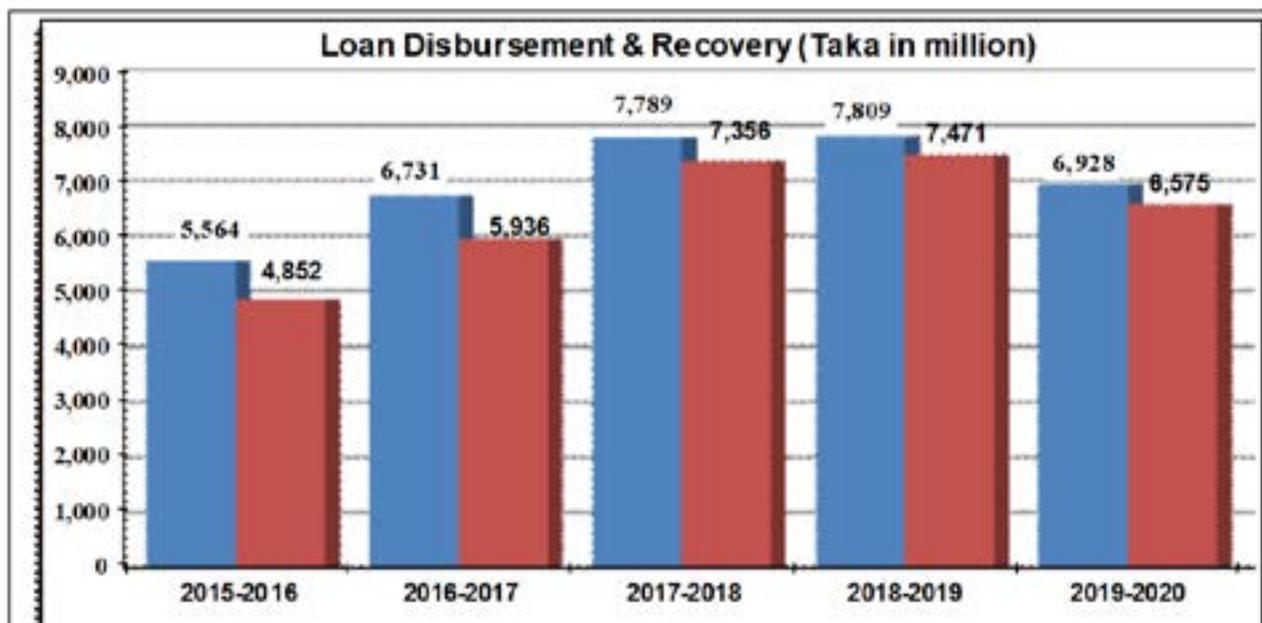
Members' Enrollment including Active Borrowers

The members' enrollment in WCP is the prerequisite to getting loan which is done on regular basis - consequently, the number of members also increases. In 2019-2020, a total of 84,449 new members were enrolled. At the end of June 2020, the number of active members was 227,876 and that of the active borrowers was 194,173. The growth of active members and that of active borrowers during the last 5 years are shown in a bar diagram below:



Loan Disbursement and Recovery Performance

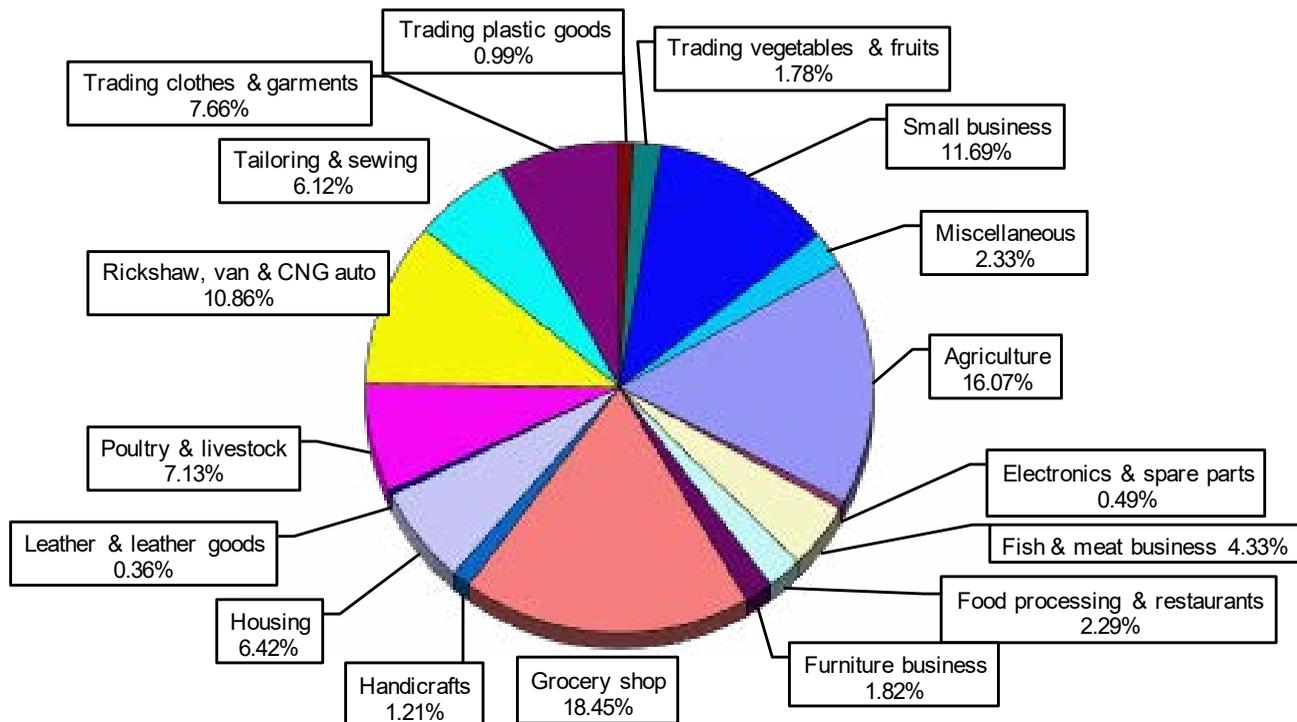
A recovery target is set prior to loan disbursement among the members. In 2019-2020, an amount of Tk. 6,927.66 million was disbursed among 153,215 members and Tk. 6,575.43 million was realized against the recovery target of Tk. 6,742.10 million, achieving a recovery rate of 97.53% of the target. The achievement of loan disbursement and recovery is shown below:



Sector-wise investment by members

The loans are disbursed among the members in accordance with the loan proposals approved by LAC requiring them to invest accordingly. In 2019-2020, major investment sectors were: Grocery shop (18.45%), agriculture (16.07%), small business (11.69%), rickshaw/van/CNG auto-rickshaw(10.86%), trading clothes (7.66%), poultry & livestock (7.13%), housing (6.42%), tailoring business (6.12%), fish & meat business (4.33%), food processing & restaurants (2.29%), furniture business (1.82%), trading vegetables & fruits (1.78%), handicrafts (1.21%), trading plastic goods (0.99%), electronics & spare parts (0.49%), leather & leather goods (0.36%), and miscellaneous (2.33%). Sector-wise loan utilization by clients is given below:

Sector-wise Investment



LOAN PRODUCTS OF WCP

General Loan (*Jagoron*)

This is the biggest loan product of WCP which any WCP member can avail. In 2019-2020, a total of 98,556 borrowers received Tk.3,339.82 million loan with an average loan size of Tk.33,887. As of 30 June 2020, total general loan (*Jagoron*) outstanding was Tk.2,301.33 million, achieving a recovery rate of 99.58%.

Micro-Enterprise-ME Loan (*Agrosor*)

The ME loan aims to augment income of a WCP member by investing more money in her running business. This loan size ranges from Tk. 50,000 to Tk. 2,000,000 repayable within one or two years by weekly/monthly installment. In 2019-2020, a total of Tk.2,502.44 million ME loan was disbursed among 29,619 members in both rural and urban areas. An amount of Tk. 1,828.71 million was realized, maintaining an outstanding of Tk. 1,968.45 million, achieving a recovery rate of 99.08%.

"I incurred a huge loss during three months shut down of my factory; considering the livelihoods of my own family and the workers I resumed the factory. MSS was with me, inspired me"

- Husna, a MSS member from Vulta, Narayanganj

Table 1: Micro-Enterprise Loan status in 2019-2020

Micro-Enterprise Loan	Amount (Taka)
Cumulative Micro-enterprise Loan Disbursed (Taka in million)	13,921.14
Cumulative Micro-enterprise Loan Recovered (Taka in million)	11,952.69
Total Principal Micro-Enterprise Loan Outstanding (Taka in million)	1,968.45
Cumulative Micro Loan Recovery Rate (RR)	99.08%
Micro-enterprise Loan Outstanding Growth Rate	52.04%
Yearly Micro-enterprise Loan Disbursed (Taka in million)	2,502.44
Yearly Micro-enterprise Loan Recovered (Taka in million)	1,828.71
Yearly Micro-enterprise Loan Recovery Rate (OTR)	97.51 %
Average Micro-enterprise Loan Size (Taka)	84,488
Average Micro-enterprise Loan Outstanding by Client (Taka)	54,260
Average Annual Micro-Enterprise Loan Outstanding (Taka in million)	1,631.59

THE STORY OF HASNA HENA

Hasna Hena, 33, a source of inspiration for other women, has become self-reliant by establishing a mini garment factory at Vulta of Narayanganj district. "Once I used to work in a garment factory, now, I am an owner of HH export collection, making T-shirt and women's wear", proudly said Hasna. She has established her garment factory taking Agrasor loan facilities from Manabik Shahajya Sangstha (MSS).



Initially, Hasna started making T-shirt only in a small scale by a manual machine. At one stage, she expanded her business taking loan facilities from MSS. Currently, a total of 15 workers including her husband are engaged in making dresses with 14 electric sewing machines in her garment factory maintaining health rules during pandemic period. The masks they wear are made in her garment factory.

When asked about resuming production in her factory in pandemic situation, Hasna replied, "I incurred a huge loss during three months shut down of my factory; considering the livelihoods of my own family and the workers I resumed the factory. MSS was with me, inspired me".

Each month, on average Hasna earns a net profit of Tk. 50,000/- from her business. She has 3 children who study in a local school. Hasna dreams of further expansion of her factory and hopes that MSS would be with her as always to fulfill the dream. She is grateful to MSS for providing her loan facilities.

COURAGEOUS ZORINA BOUNCES BACK

Zorina is my daughter in law. "I dream she will prosper further by working and earn more money", said father-in-law of Zorina, owner of Sattar textile. Zorina lives permanently in Mukundi of Arai hazar upazila under Narayanganj district. Zorina's textile is situated on a spacious land adjacent to her home. "Due to 3-months shut down of her textile factory in pandemic situation, me, along with my 20 workers incurred a huge loss, but how long should I remain idle without work? MSS staff



has given me impetus and courage to open my factory following health rules", said 34 years old Zorina.

Zorina began her business by investing a small amount of money. She merely made *gamchha* (local towel) in her handloom. In 2015, she became a member of MSS to fulfil her dream. She took loans in 5 phases from MSS. At present, she makes clothes by 32 electric sewing machines. Her monthly net profit is around Tk. 100,000. "After having membership of MSS, my business expanded further and I wish that MSS will be with me in the days to come," added Zorina.

Ultra-Poor Loan (*Buniad*)

The Ultra Poor Loan or *Buniad* is given to the economically deprived people such as widows, abandoned women, day laborers, divorcees, etc. In 2019-2020, in total Tk.10.03 million was disbursed among 575 borrowers and an amount of Tk.19.22 million was realized, maintaining an outstanding of Tk. 6.47 million; achieving a recovery rate of 99.94%.

Agriculture Sector Microcredit-ASM (*Sufolon*)

ASM or *Sufolon* loan is given to the WCP members to help increase agricultural production. In 2019-2020, an amount of Tk. 1,052.38 million was disbursed among 24,104 borrowers and Tk. 857.94 million was realized, maintaining an outstanding of Tk. 774.67 million; attaining a recovery rate of 99.42%.

Housing loan

The purpose of introducing housing loan is to help poor, rural borrowers to build low-cost house. MSS is giving emphasis on this scheme for ensuring better home for the poor. Since signing the loan agreement with Bangladesh Bank, MSS as of June 2020, disbursed housing loan of Tk. 20,890,000 among 410 target people and realized Tk. 18,575,526 maintaining an outstanding of Tk. 2,314,474. Details are furnished below:



A house built with MSS house loan

Table 2: Housing loan disbursed by Upazilla and No. of House

District	No. of Upazilla	No. of House	Unit Cost (Taka)	Total Cost (Taka)
Thakurgaon	1	205	35,000-70,000	10,560,000
Panchagarh	1	18	35,000-70,000	1,050,000
Nilphamari	1	151	35,000-70,000	7,600,000
Rangpur	1	15	35,000-70,000	595,000
Bogura	1	10	35,000-70,000	490,000
Naogaon	1	11	35,000-70,000	595,000
Total	6	410		20,890,000

SMAP

Financed by Japan International Cooperation Agency (JICA), MSS receives this loan fund from Bangladesh Bank under a project Small and Marginal Sized Farmers Agricultural Productivity Improvement and Diversification Financing Project (SMAP) aiming to boost up agricultural yield, promoting agro-businesses, agro-based services and creating employment opportunities. Apart from providing loan facilities, training to WCP staff as well as WCP members are given by the technical team of MSS.



Nasima, a SMAP borrower in her paddy field at Tajhat, Rangpur

Loan Disbursement

In 2019-2020, a total of Tk.701.67 million loans were disbursed among 13,930 borrowers of which Tk. 451.25 million for agriculture, Tk. 246.35 million for livestock and Tk. 4.07 million was for purchasing agro-machineries. During the same period, total loan recovery was Tk. 589.75 million achieving a recovery rate of 98.30%. Besides, a total of 992 farmers and 508 staff were imparted training on various agro-based technical issues such as livestock and poultry birds rearing, insecticide and pest management, seed harvest and preservation techniques etc. The training could not be conducted from April to June due to the outbreak of COVID-19. Details of the training conducted from July 2019 to March 2020 are given below:

Table 3: Training Conducted under SMAP in 2019-2020 (up to March)

Training title	# staff trained	# farmers trained
<ul style="list-style-type: none"> ▪ Seed harvest and preservation techniques ▪ Propagation techniques of fruit trees ▪ Cattle feeding management 	60	107
<ul style="list-style-type: none"> ▪ Alternate wetting & drying method in irrigation ▪ Insecticide and pest management ▪ Vaccination of poultry 	40	124
<ul style="list-style-type: none"> ▪ Quality seed producing techniques ▪ Homestead gardening ▪ Compost preparation and uses 	65	114
<ul style="list-style-type: none"> ▪ Cattle shade management ▪ Symptoms for lacking different nutrients and controlling measures ▪ Vermin compost preparation techniques 	65	130
<ul style="list-style-type: none"> ▪ Diseases control of different cereal crops ▪ Integrated Pest Management ▪ Pruning Techniques 	60	115
<ul style="list-style-type: none"> ▪ Mushroom cultivation ▪ Hybrid grass cultivation ▪ Rice cum fish culture 	50	122
<ul style="list-style-type: none"> ▪ Integrated pest management ▪ Silage preparation and preservation ▪ Layer poultry rearing and diseases control 	59	105
<ul style="list-style-type: none"> ▪ Goat and poultry rearing ▪ Cattle diseases and controlling measures ▪ Mump skin diseases and controlling measures 	59	95
<ul style="list-style-type: none"> ▪ Use of modern technology in agriculture and livestock sector ▪ Krishi call center and Krishoker Janala mobile apps use ▪ Identifying characteristics of adulterated fertilizer 	50	80
Total	508	992

THE STORY OF ALTA BANU



Alta Banu with her Agri- machine at home

Alta Banu, aged 45 and wife of Md. Akram Ali, is a marginal farmer of Shahbajpur village under Maria union of Durgapur upazila, Rajshahi. Her family consisted of four (04) members: her husband, a son and a daughter. With the crops produced on 1.32 acre of agricultural land and 0.15 acre of homestead, Alta Banu had to struggle to feed four members in her family. Therefore, her husband turned to business by the Agri-machine operation as an alternative income source 10 years ago. Md. Akram Ali mainly had to use hand-controlled and low-priced rice and pulse threshing machine in the past. To see the interest in agri-machine operation business and to enhance family income, MSS has been giving loan to Alta Banu under SMAP since 2016. At first in 2016, Alta Banu took Tk. 80,000/- loan from MSS to purchase a power tiller. After full repayment, she was given 2nd phase of loan of Tk. 98,000/- in 2018 to purchase another power tiller. Adding more money to this amount of loan, her husband purchased a bigger power tiller worth Tk. 130,000/-.



Alta Banu's husband and son with power tiller supported by SMAP loan

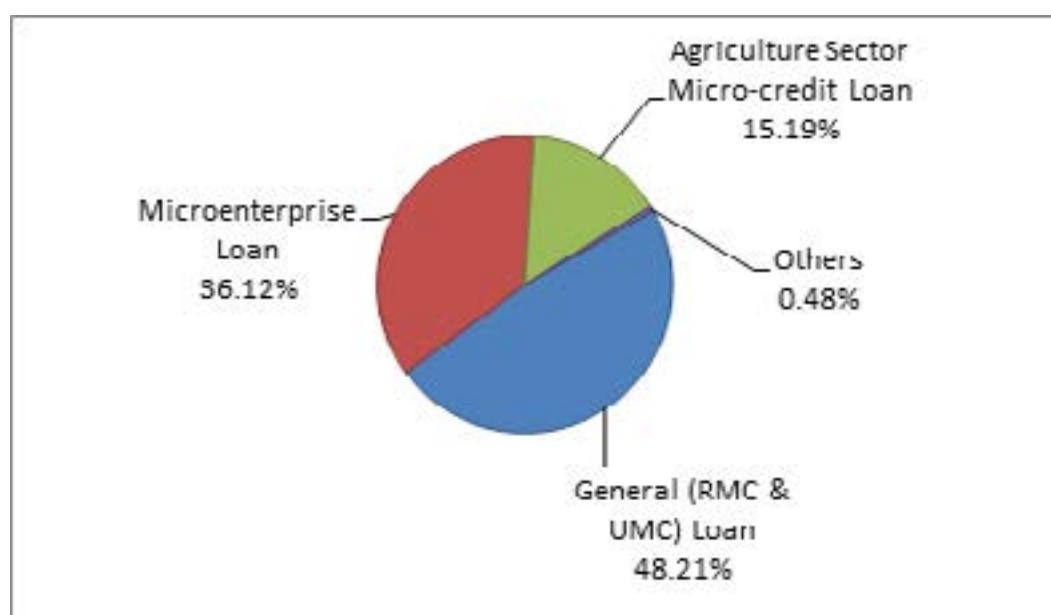
At the rate of Tk. 300/- for cultivating one bigha (0.33 acre) of land on lease basis, Akram Ali earns Tk. 6,000/ day by cultivating 20 bigha (6.60 acre) of land. In this way, Akram Ali earns Tk. 900,000/- in one season (five months) by renting out his power tiller. Maintenance and operation costs are 50% of gross income. So, Alta Banu family's net income from power tiller stands at Tk. 450,000/- per year. Now, Banu and her family members are highly satisfied with lucrative seasonal business by power tiller that fetches substantial amount of money for the family. Banu's family feels proud when villagers and visitors come to see his farm and take advice.

PROJECT DIGNITY

This is an interest free loan given to the beggars to motivate them to get involved in income generating activities towards leading a dignified life in the society. During 2019-2020, Tk. 86,256 was realized from the members.

Table 4: Product -wise loan disbursement & recovery status in 2019-2020

Product Name	Disbursement in Taka	Recovery in Taka
General (RMC & UMC) Loan	3,339,816,000	3,843,241,610
Micro-Enterprise (ME) Loan	2,502,436,000	1,828,712,885
Agriculture Sector Micro credit (ASM) Loan	1,052,379,000	857,936,035
Ultra-Poor (UP) Loan	10,031,000	19,218,243
Housing Loan (HL)	140,000	1,334,321
Income Generating Activities (IGA) Loan	20,295,000	22,768,424
Livelihood (LH) Loan	820,000	674,722
Asset Creation (AC) Loan	1,740,000	1,542,264
Project Dignity Loan	-	5,900
Total	6,927,657,000	6,575,434,404



Product-wise loan disbursement shown in pie chart

Members' Savings

Savings enables an individual to meet its emergency needs. MSS maintains four types of interest-bearing saving products which are stated below:

General Savings

This is a weekly savings scheme through which the WCP members deposit a fixed amount of money from their earnings. In 2019-2020, a total of Tk. 1,869.59 million was collected under this savings scheme and Tk. 89.15 million interest was paid on savings during the same period. The cumulative savings deposit was Tk. 15,062.09 million of which Tk. 13,165.98 million were withdrawn maintaining a balance of Tk. 1896.10 million.

Monthly Voluntary Savings

The monthly voluntary savings was introduced to create an opportunity for further fixed savings deposit with premium benefit. The members deposit savings and can withdraw a certain amount giving prior notice. In 2019-2020, a total amount of Tk.42.72 million was collected under this savings scheme and Tk. 5.09 million interest was paid on savings during the same period. The cumulative savings deposit under this product was Tk. 257.17 million from which Tk. 186.28 million was withdrawn maintaining a balance of Tk. 70.89 million.

Fixed Savings/Deposit

MSS has given scope to its members for fixed savings deposit for better return after a certain interval. The members are encouraged to deposit a certain amount at a time for 1 year to 5 years for getting higher returns. In 2019-2020, a total amount of Tk. 52.37 million was collected under this savings scheme and Tk. 3.35 million interest was paid on savings during the same period. The cumulative savings deposit was Tk. 348.29 million from which Tk. 275.56 million was withdrawn leaving a cumulative balance of Tk. 72.74 million.

Monthly Savings

This is a monthly savings scheme to which the members deposit minimum Tk. 100/month for 5 years, 8 years and 10 years and get back a fixed amount upon maturity of the term with a considerable higher return. In 2019-2020, a total amount of Tk. 83.99 million was collected under this savings scheme and Tk. 3.86 million interest was paid on savings during the same period. The cumulative savings deposit was Tk. 155.62 million while Tk. 54.69 million was withdrawn leaving a cumulative balance of Tk. 100.93 million.

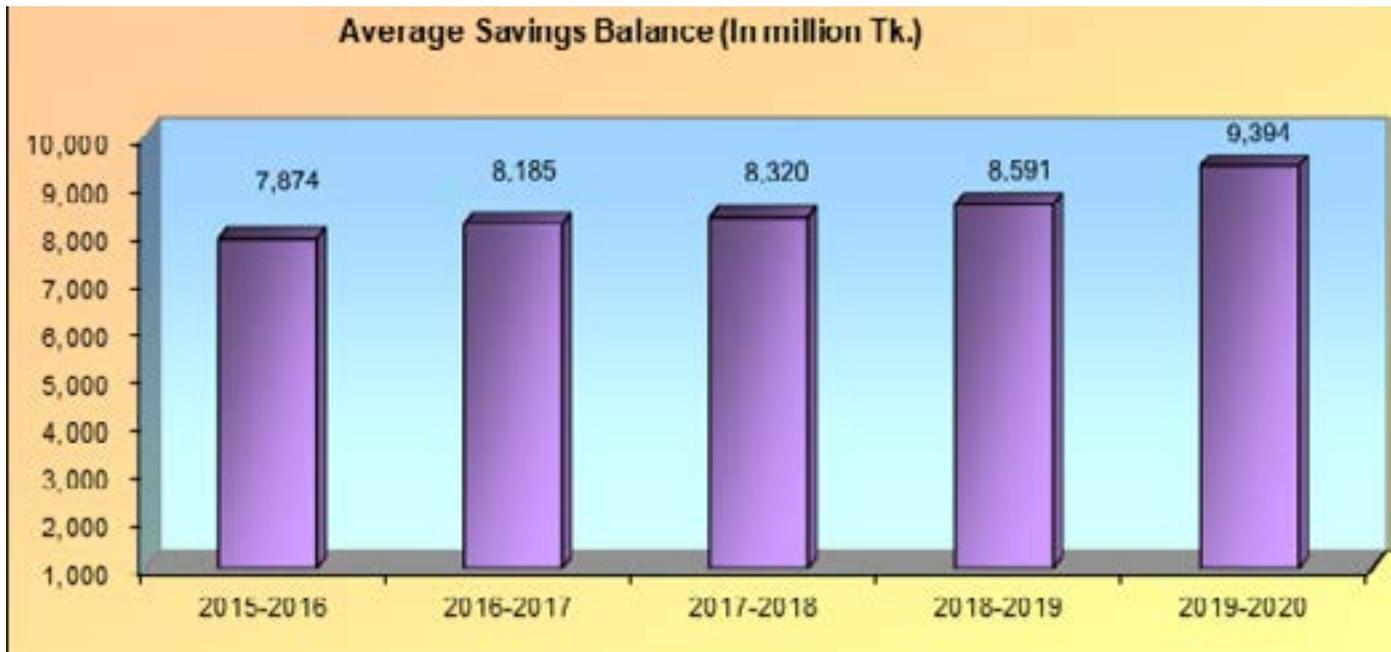
The cumulative savings deposit was Tk. 13743.62 million and cumulative savings withdrawn was Tk. 11,839.42 million. Details of savings balance during the last 5 years including 2019-2020 fiscal year are given below:

Table 5: Savings status in last 5 years (Taka in million)

Year	Collection	Withdrawal	Cumulative Balance
2015-2016	1,758.69	1,518.08	1,352.89
2016-2017	1,995.06	1,758.52	1,589.43
2017-2018	2,324.57	2,145.78	1,768.22
2018-2019	2,330.59	2,194.61	1,904.20
2019-2020	2,150.13	1,913.66	2,140.66

Average Savings Balance:

In 2019-2020, the members' maintained an average savings balance of Tk. 9,394, slightly higher than the previous year. Analysis of last 5 five years' average savings balance shows an increasing trend reflecting proper direction and guidelines of the management and effective field operations of WCP. The increasing trend of average savings balance during the last 5 years including 2019-2020 fiscal year is represented in the following table:



Risk Management Account:

Each member of WCP deposits 0.7% of their loan amount to this account. The fund deposited in this account is used to bear the cost of funeral of the deceased members. Unpaid loan of the deceased member is also adjusted from this account. During 2019-2020 period, a total of Tk. 21,901,216 was provided from risk management account to 866 members.

The status of risk management fund up to June 2020 is shown below in a pie chart:



WCP: NON-CREDIT ACTIVITIES

WCP provides a range of non-credit services to its members and for human resource development. Mentioned hereafter are some such activities.

Disaster Response

The birth of MSS took place by providing humanitarian aid to the disaster hit people. MSS has been continuing this spirit to stand by disaster hit members of its WCP and other affected people towards mitigating their sufferings by providing financial aid and relief materials. In 2019-2020, a total of 870 WCP members were given out as many pieces of blankets worth Tk. 2,024,076 during winter season. In addition, an amount of Tk. 3 million financial aid was distributed among 3000 WCP members whose livelihoods were appallingly affected by pandemic COVID-19.

Health Services:

Under social welfare initiative, MSS is committed to provide health services to its WCP members and their families through its branch offices. The health service seekers can visit the registered physicians once a week for free consultation and treatment. Moreover, through Eye Care Program-MSS, the members receive free eye care services including correcting refractive errors, medicines and even surgeries through eye camps carried out in WCP working areas. Seventeen eye camps were conducted in WCP working areas catering to 6,605 patients. Spectacles were given out to 1282 patients with refractive errors and 1304 eye surgeries were performed. In addition, during 2019-2020 period, a total of 6,120 members received health services through WCP branch offices.

Community Based Resource Center (CBRC)

The Community Based Resource Center (CBRC) has been making significant contributions to developing skilled human resource since its establishment in 2011 at Saidpur. The training unit of MSS conducts training on various professional courses for its staff at CBRC round the year. Besides, various stakeholders used CBRC for training and meeting purposes.

During 2019-2020, a total of 306 trainees from WCP-MSS participated in training on various professional courses at CBRC. In addition, some 126 staffs from various organizations participated in the training and meetings at CBRC.



Community Based Resource Center, Saidpur, Nilphamari

PROJECTS OF MSS

SU-CHALA Project

This project was introduced in 2013 with support from ANUKUL Foundation to help continue education of the working children from poor families in Keraniganj upazila of Dhaka district. A total of 32 students from various schools who are the children of poor women headed families are provided Tk. 500/- monthly scholarship for a period of one year. Besides, each student also receives Tk. 800 as one time grant to purchase stationeries.

ENRICH Project

Community participation is very crucial for sustaining any development project. MSS with financial support from Palli Karma Sahayak Foundation (PKSF) and its own contribution as well has been implementing integrated development project ENRICH (Enhancing Resources and Increasing Capacities of Poor Households Towards Elimination of their Poverty) since in July 2013 in Bangalipur union of Saidpur upazilla under Nilphamari district. The main purpose of this integrated program is to empower and enhance the human dignity of the target groups through holistic approach providing software and hardware support so that they can move forward towards reducing poverty in a sustainable way. Total beneficiaries are 23,641 people from 5,270 households.

Major interventions

Health and Nutrition

This component addresses the needs of basic health services of the beneficiaries under which static clinic (conducted by Health Visitors) and satellite clinic (attended by registered MBBS physician) are arranged at the community level. Besides, general health camp, eye camp, blood sugar test, blood grouping test and health awareness raising courtyard sessions are the major interventions of this component.

Education Learning Center

This program aims to reduce dropout of the students by providing tutorial services at the learning centers. The tutors who are appointed from the vicinity of the tutorial center, assist the students of class I and class II in preparing their everyday lessons.

Income Generating Activities (IGA)

Youths are imparted training on various trades so that they can get involved in income generation and get rid of the curse of unemployment.

Medicinal Plant Cultivation

Beneficiaries get engaged in the cultivation of medicinal plants along the union parishad roads on shared basis. When grown up, the dried medicinal leaves (*Bashok pata*) are sold to various pharmaceutical companies for making herbal cough syrup.

Probeen Jonogosthir Jibonmaan Unnoyon

This program – Probeen Jonogosthir Jibonmaan Unnoyon or Improving Quality of life of the Elderly People - aims to keep lives of the senior citizens moving by providing old age allowances and other life-aid materials such as walking sticks, torch lights, wheel chair, chair high commode, etc. Achievements of ENRICH interventions in 2019-2020 are presented below:

ALAMGIR OVERCOMES DISABILITY



Physically challenged Alamgir on his wheel chair



Alamgir repairing mobile phone

Alamgir, aged 16 is physically challenged who lives in Bangalipur union under Saidpur upazila of Nilphamari district. Mother of two sons, Momeza Begum had a hard time since the death of her husband. Momeza Begum admitted Alamgir to a local government primary school where he studied up to class V. As there is no high school within the vicinity, Alamgir couldn't study further. When grown up, Alamgir started to do something for the family. He had a passion to learn about mobile phone servicing. At first, Alamgir began to learn at a mobile phone servicing shop adjacent to his home. Later, to learn more, he started going to Saidpur Plaza market on a wheel chair given by a local philanthropist. After a year of learning, Alamgir wished to open a mobile phone servicing shop but financial constraint became a barrier.

Under such a situation, Alamgir's family came across to the Social Development Officer of ENRICH being implemented by MSS. As per PKSF policy, Alamgir's family received Tk. 20,000/- matching grant which his family got after two years of savings deposited by his family. With this Tk. 40,000/- money Alamgir opened a mobile phone servicing shop with necessary decoration and purchasing spare parts and other associated materials. Alamgir is now very happy as on average he earns Tk. 400-500 every day.

Table 7: Performance of ENRICH by interventions

Interventions	Target	Achievement	Cumulative Achievement
No. of health cards distributed	2400	1869	10798
Health awareness courtyard sessions	480	360	4920
No. of persons underwent blood sugar test	1800	1324	4739
No. of persons underwent blood grouping test	400	345	2295
Children's attendance rate at education learning centers	96%	95%	95%
Static clinic organized	192	172	1295
No. of patients received services from static clinic	1536	1376	8337
Satellite clinic organized	36	30	281
No. of patients received services from Satellite clinic	1400	810	8378
General health camp organized	04	03	27
No. of patients received services from general health camp	500	435	7160
Eye camp organized	01	01	07
No. of patients received services from eye camp	125	143	952
No. of surgeries performed on cataract patients	22	22	100
IGA training organized	09	08	78
No. of persons received IGA training	225	200	1685
ENRICH ward coordination meeting held	36	36	387
Ward youth coordination meeting held	36	36	90
Probeen Jonogosthir Jibonmaan Unnoyon Program			
Village and ward probeen meeting	108	81	138
Union probeen meeting	12	10	16
No. of senior citizens received health services	375	361	477
Blankets distributed	80	87	170
Walking stick distributed	30	39	59
Wheel chair distributed	02	02	04
Probeen day celebration	01	01	01
Monthly old age allowance given	Tk. 600,000	Tk. 593,500	Tk. 773,500

Some Selected Key Financial Ratios

Sustainable Status of the MSS-WCP:

An organization is said to be sustainable when all costs (entire operational management cost, cost of capital, loan loss provision and inflation) can be met from its income. In 2019-2020, the organization maintained a satisfactory level of 130.38% Operational Self Sufficiency (OSS) and 114.85% Financial Self Sufficiency (FSS) despite Coronavirus challenges.

Profitability

The year 2019-2020 achieved a net surplus of Tk. 213.97 million compared to Tk. 374.73 million in 2018-2019 resulting in 42.90 % decrease due to the outbreak of Covid-19 when the government declared general holidays leading to suspension of all activities.

The financial cost ratio decreased to 3.61% in 2019-2020 from 4.30% in 2018-2019 due to lower interest rate on external borrowing. Also, the operational cost decreased to 11.68 % in 2019-2020 from 13.87% in 2018-2019 due to effective cost control.

Effective Yield on Average Portfolio

Yield refers to the earnings generated and realized on portfolio over a particular period of time expressed in percentage. It is determined by dividing total service charge/income generated by total portfolio x 100. The yield on average portfolio in 2019-2020 was 17.42%.

Operational and Financial Self-Sufficiency

In 2019-2020, both Operational Self Sufficiency (OSS) and Financial Self Sufficiency (FSS) decreased respectively to 130.38% and 114.85%. The corresponding figures in 2018-2019 were 147.32% and 133.03%.

Savings-Credit Ratio

The savings-credit ratio slightly increased to 42.16% in 2019-2020 from 40.30% in 2018-2019 due to the increase of savings withdrawal.

Borrower-Member Ratio

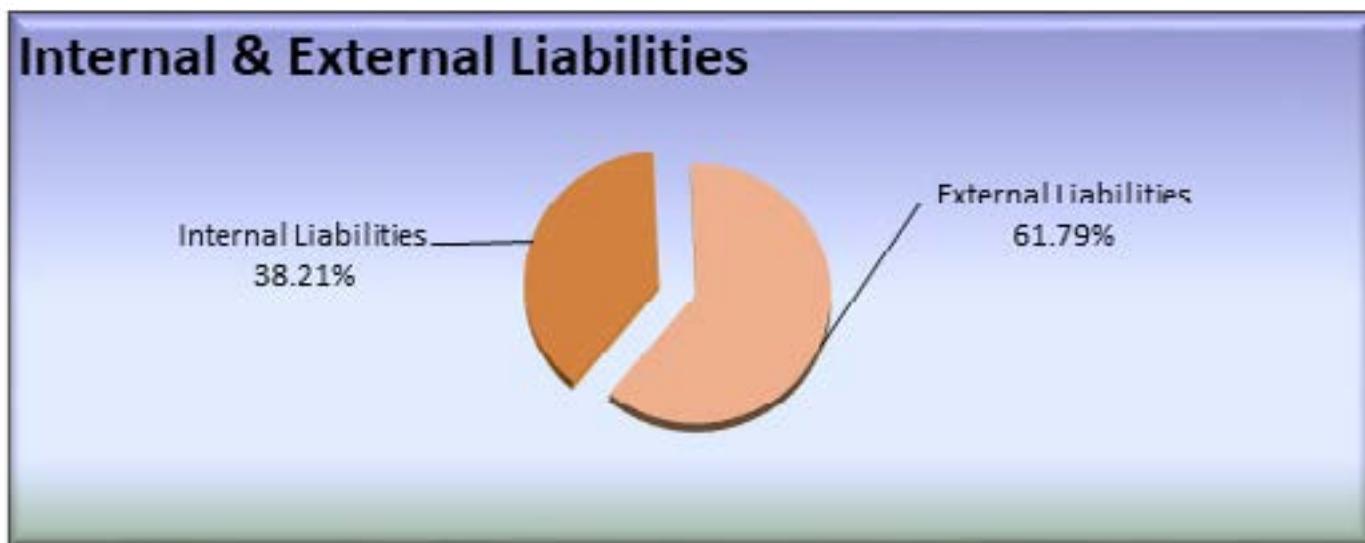
The borrower-member ratio was found to be satisfactory as loans were in the hands of majority of the members. The ratio in 2019-2020 was 85.21% compared to 88.76% in 2018-2019.

Growth of Assets

The average annual growth of assets in 2019-2020 was 7.66% compared to 9.24% in 2018-2019.

Internal and External Liabilities:

The grant capital and cumulative profit are considered as internal liabilities while members' savings, risk fund, borrowing as well as employees' security deposit are treated as external liabilities. The total internal liabilities in 2019-2020 were 36.53% as against 63.47% external liabilities. The internal and external liabilities are shown in a pie chart below:



Sources of Funding:

Various sources of funds are used to run MSS's credit operations. In 2019-2020, grant capital, retained surplus, members' savings, loan from Commercial Banks, Palli Karma Sahayak Foundation (PKSF), Bangladesh Bank, Anukul Foundation-MDF, Grameen Trust, Shafiuddin Ahmed Foundation and other internal sources were used. Total capital and liabilities were Tk.6,026.76 million in 2019-2020 which was Tk. 5,598.03 million in 2018-2019, resulting an increase by 7.66%.

Table 6: Head-wise Fund Sources up to June 2020

SOURCES OF CAPITAL FUND/ FINANCED BY (RLF)	2019-2020	2018-2019	2017-2018	2016-2017	2015-2016
Revolving Loan Fund (Grant Capital)	14,372,687	14,372,687	14,372,687	14,372,687	14,372,687
Reserve Fund (Retained Surplus)	197,385,852	175,988,317	137,078,221	109,778,804	83,875,000
Apodkalin Tahabil	270,879	249,099	210,748	174,978	123,186
Cumulative Profit (Retained Earning)	1,761,829,102	1,569,273,071	1,233,493,236	987,834,259	754,746,955
Borrowing from Bank	381,066,235	317,466,447	445,146,347	632,033,942	472,330,688
Borrowing from Grihayan Tahabil	7,952,000	3,976,000	6,958,000	5,376,000	8,230,000
Borrowing from Bangladesh Bank-SMAP	360,000,000	390,000,000	310,000,000	220,000,000	205,600,000
Borrowing from Anukul Foundation	55,273,979	58,026,590	53,360,348	48,045,702	39,815,172
Borrowing from Grameen Trust	356,002	356,002	356,002	356,002	356,002
Borrowing from PKSF	573,970,827	706,035,412	790,120,750	730,136,500	546,703,168
Borrowing from Shafiuddin Ahmed Foundation	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000
Borrowing from MSS-General Fund	29,000,000	29,000,000	29,000,000	29,000,000	26,000,000
Members Savings	2,140,665,519	1,904,197,837	1,768,224,046	1,589,433,713	1,352,887,612
Risk Management Account	174,779,792	146,443,219	132,397,592	124,399,340	103,213,830
Employees Security Deposit	11,324,219	10,236,289	9,358,418	8,371,684	6,725,195
Gratuity Provision	0	0	0	0	12,400,000
Loan Loss Reserve / Provision	299,840,575	256,014,970	187,680,148	135,852,07	101,770,945
Staff Security Fund	147,821	157,845	231,795	12,504,749	10,379,524
Advance for Enrich Project	0	2,603,158	703,158	3,011,616	2,508,601
Accounts Payable	17,526,094	12,632,448	5,056,476	190,287	174,800
TOTAL CAPITAL & LIABILITY	6,026,761,583	5,598,029,391	5,124,747,971	4,651,872,341	3,743,213,364

Challenges Faced

Apart from staff turnover, the outbreak of COVID-19 just before the onset of last quarter of the reporting year appallingly affected the operation of WCP resulting in a sharp fall of growth and profit of the organization. The staff turnover rate slightly increased, which was 17.93% in 2019-2020 compared to 17.90% in 2018-2019.

WOMEN'S CREDIT PROGRAM

Non-Financial Information

DESCRIPTION	2019-2020	2018-2019	2017-2018	2016-2017	2015-2016
NON-FINANCIAL INFORMATION					
Number of Districts	17	17	17	15	14
Number of Thana /Upazilla	124	112	102	119	118
Number of Union & Municipality	811	763	613	483	342
Number of Ward (Urban)	420	406	402	395	390
Number of Villages	3295	3153	2868	2490	2039
Number of Branches	144	140	140	132	112
Number of active Kendra (Center)	9409	8932	8426	7503	6490
Number of active General Members (RMC & UMC)	150450	162453	158085	138294	124347
Number of active Micro Enterprise Members	40261	26850	23077	24160	24192
Number of active Agriculture Sector Members	35715	30066	29201	30240	22147
Number of active Ultra Poor Members	1051	1858	1934	1331	1012
Number of active Housing Members	75	76	123	150	200
Number of active Project Dignity (PD)Members	1	2	32	33	26
Number of active IGA-Enrich Members	399	418	240	174	122
Number of active LH-Enrich Members	155	113	118	145	99
Number of active AC-Enrich Members	134	105	114	71	71
Number of Total Active Members	227876	221645	212537	194199	172820
Number of Active General Borrowers (RMC & UMC)	125909	143630	143854	125379	114262
Number of Active Micro Enterprise Borrowers	36278	25113	21762	22680	23082
Number of active Agriculture Sector Borrowers	30732	25827	25477	27231	20144
Number of active Ultra Poor Borrowers	784	1638	1763	1203	948
Number of active Housing Borrowers	75	76	123	150	200
Number of active Project Dignity (PD) Borrowers	1	2	32	33	26
Number of active IGA-Enrich Borrowers	340	386	223	143	55
Number of active LH-Enrich Borrowers	155	113	118	145	99
Number of active AC-Enrich Borrowers	142	113	122	132	79
Number of Total Active Borrowers	194173	196725	193240	176798	158646
Number of General Loan Disbursed (RMC & UMC)	98556	144740	150663	130544	121238
No of Micro Enterprise Loan Disbursed	29619	23710	21006	23653	24311
Number of active Agriculture Sector Loan Disbursed	24104	26539	26868	27921	22481
Number of active Ultra Poor Loan Disbursed	575	1715	1898	1282	1012
Number of active Housing Loan Disbursed	2	18	53	71	71
Number of Project Dignity (PD) Loan Disbursed	0	2	30	30	28
Number of active IGA-Enrich Loan Disbursed	219	334	155	115	51
Number of active LH-Enrich Loan Disbursed	82	82	51	89	76
Number of active AC-Enrich Loan Disbursed	58	80	46	92	54
Yearly Number of Loan Disbursed	153215	197220	200770	183797	169322
Total Male Staff	1120	1080	1024	937	792
Total Female Staff	142	161	166	172	163
Total Staff	1262	1241	1190	1109	955

DESCRIPTION	2019-2020	2018-2019	2017-2018	2016-2017	2015-2016
Total CDO / Loan Officer & Accountant	800	778	754	697	565
Accountant/ CDO cum Accountant	140	130	127	132	112
Number of Field Staff (CDO)	660	648	627	565	453
Average number of members per branches	1582	1583	1518	1471	1534
Average number of borrowers per branches	1348	1405	1380	1339	1416
Average number of members per CDO	345	342	339	344	379
Average number of borrowers per CDO	294	304	308	313	350

Financial Information

LOAN PORTFOLIO: (Amount in Taka)

GENERAL LOAN: (RMC& UMC)

DESCRIPTION	2019-2020	2018-2019	2017-2018	2016-2017	2015-2016
Cumulative General Loan Disbursed	34,003,613,300	30,663,797,300	25,981,616,300	21,159,363,300	17,296,676,300
Cumulative General Loan Recovered	31,702,287,142	27,859,045,532	23,326,318,782	18,897,292,435	15,525,228,674
Total Principal General Loan Outstanding	2,301,326,158	2,804,751,768	2,655,297,518	2,262,070,865	1,771,447,626
Current	2,168,164,657	2,696,301,197	2,566,765,443	2,204,333,064	1,726,706,823
Overdue	133,161,501	108,450,571	88,532,075	57,737,801	44,740,803
General Loan Outstanding Growth Rate	-17.95%	5.63%	17.38%	27.70%	26.26%
Yearly General Loan Disbursed	3,339,816,000	4,682,181,000	4,822,253,000	3,862,687,000	3,139,045,000
Yearly General Loan Recovered	3,843,241,610	4,532,726,750	4,429,026,347	3,372,063,761	2,770,543,244
Cumulative General Loan Recovery Rate (CRR)	99.58%	99.61%	99.62%	99.70%	99.71%
Yearly General Loan Recovery Rate (OTR)	96.65%	97.66%	98.08%	98.32%	98.41%
Average General Loan Size	33,887	32,349	32,002	29,589	25,892
Average General Loan Outstanding by Client	18,278	19,528	18,458	18,042	15,503
Average Annual General Loan Outstanding	2,553,038,963	2,730,024,643	2,458,684,192	2,016,759,246	1,587,239,157
Portfolio General Loan per Loan Officer / CDO	3,486,858	4,328,321	4,234,924	4,003,665	3,910,480
General Loan Disbursement per Loan Off. /CDO	5,060,327	7,225,588	7,690,994	6,836,614	6,929,459
Yearly General Loan Loss Expenses for Provision	17,221,177	30,427,489	24,444,852	16,178,325	1,187,859
Total General Loan Loss Provision Balance	139,517,636	122,296,459	91,868,970	67,424,120	51,245,795
General Loan Portfolio at risk: (Delinquency Loan)	168,124,880	118,499,907	124,096,499	73,598,099	59,285,380

MICRO-ENTERPRISE LOAN: (Amount in Taka)

DESCRIPTION	2019-2020	2018-2019	2017-2018	2016-2017	2015-2016
Cumulative Micro Enterprise Loan Disbursed	13,921,138,000	11,418,702,000	9,411,914,000	7,442,070,000	5,531,579,000
Cumulative Micro Enterprise Loan Recovered	11,952,686,994	10,123,974,109	8,201,937,760	6,425,256,097	4,477,602,624
Total Principal Micro Enterprise Loan Outstanding	1,968,451,006	1,294,727,891	1,209,976,240	1,016,813,903	1,053,976,376
Current	1,856,971,377	1,191,969,591	1,131,667,983	959,542,177	1,017,413,702
Overdue	111,479,629	102,758,300	78,308,257	57,271,726	36,562,674
Micro Enterprise Loan Outstanding Growth Rate	52.04%	7.00%	19.00%	-3.53%	39.93%
Yearly Micro Enterprise Loan Disbursed	2,502,436,000	2,006,788,000	1,969,844,000	1,910,491,000	1,775,585,000
Yearly Micro Enterprise Loan Recovered	1,828,712,885	1,922,036,349	1,776,681,663	1,947,653,473	1,474,838,831
Cumulative Micro Loan Recovery Rate (CRR)	99.08%	99.00%	99.05%	99.12%	99.19%
Yearly Micro Loan Recovery Rate (OTR)	94.25%	94.93%	95.78%	97.14%	97.58%
Average Micro Enterprise Loan Size	84,488	84,639	93,775	80,772	73,036
Average Micro Loan Outstanding by Client	54,260	51,556	55,600	44,833	45,662
Average Annual Micro Loan Outstanding	1,631,589,449	1,252,352,066	1,113,395,071	1,035,395,140	903,603,291
Portfolio Micro Loan per Loan Officer/CDO	2,982,502	1,998,037	1,929,787	1,799,671	2,326,659
Micro Loan Disbursement per Loan Officer/CDO	3,791,570	3,096,895	3,141,697	3,381,400	3,919,614
Yearly Micro Loan Loss Expenses for Provision	19,510,733	26,622,949	22,596,542	13,842,828	9,226,790
Total Micro Loan Loss Provision Balance	122,412,739	102,902,006	76,279,057	53,682,515	39,839,687
Micro Loan Portfolio at risk: (Delinquency Loan)	126,372,627	111,416,335	103,382,773	71,474,077	44,705,712

AGRICULTURE SECTOR MICROCREDIT (ASM): (Amount in Taka)

DESCRIPTION	2019-2020	2018-2019	2017-2018	2016-2017	2015-2016
Cumulative Agriculture Sector Loan Disbursed	6,201,305,000	5,148,926,000	4,092,776,000	3,146,659,000	2,223,286,000
Cumulative Agriculture Sector Loan Recovered	5,426,629,491	4,568,693,456	3,606,734,078	2,499,058,268	1,909,630,658
Total Principal Agriculture Sector Loan Outstanding	774,675,509	580,232,544	486,041,922	647,600,732	313,655,342
Current	743,234,977	551,260,038	464,095,558	637,949,308	304,214,684
Overdue	31,440,532	28,972,506	21,946,364	9,651,424	9,440,658
Agriculture Sector Loan Outstanding Growth Rate	33.51%	19.38%	-24.95%	1.06%	13.05%
Yearly Agriculture Sector Loan Disbursed	1,052,379,000	1,056,150,000	946,117,000	923,373,000	624,328,000
Yearly Agriculture Sector Loan Recovered	857,936,035	961,959,378	1,107,675,810	589,427,610	588,115,760
Cumulative Agriculture Sector Loan Recovery Rate (CRR)	99.42%	99.37%	99.40%	99.62%	99.51%
Yearly Agriculture Sector Loan Recovery Rate (OTR)	96.46%	97.08%	98.06%	98.39%	98.42%
Average Agriculture Sector Loan Size	43,660	39,796	35,214	33,071	27,771
Average Agriculture Sector Loan Outstanding by Client	25,207	22,466	19,078	23,782	15,571
Average Annual Agriculture Sector Loan Outstanding	677,454,027	533,137,233	566,821,327	480,628,037	295,549,222
Portfolio Agriculture Sector Loan per Loan Officer/CDO	1,173,751	895,421	775,186	1,146,196	692,396
Agriculture Sector Loan Disbursement per Loan Officer/CDO	1,594,514	1,629,861	1,508,959	1,634,288	1,378,207
Yearly Agriculture Sector Loan Loss Expenses for Provision	7,138,172	11,170,265	4,743,712	3,921,929	499,025
Total Agriculture Sector Loan Loss Provision Balance	37,300,603	30,162,431	18,992,166	14,248,454	10,326,525
Agriculture Sector Loan Portfolio at risk: (Delinquency Loan)	40,171,698	33,088,896	28,021,415	13,006,098	12,267,414

ULTRA POOR LOAN (UPL): (Amount in Taka)

DESCRIPTION	2019-2020	2018-2019	2017-2018	2016-2017	2015-2016
Cumulative Ultra Poor Loan Disbursed	154,436,000	144,405,000	116,332,000	86,774,000	67,844,000
Cumulative Ultra Poor Loan Recovered	147,965,413	128,747,170	101,526,233	76,264,567	61,072,735
Total Principal Ultra Poor Loan Outstanding	6,470,587	15,657,830	14,805,767	10,509,433	6,771,265
Current	6,380,460	15,631,392	14,777,499	10,449,955	6,664,591
Overdue	90,127	26,438	28,268	59,478	106,674
Ultra Poor Loan Outstanding Growth Rate	-58.68%	5.75%	40.88%	55.21%	19.31%
Yearly Ultra Poor Loan Disbursed	10,031,000	28,073,000	29,558,000	18,930,000	12,946,000
Yearly Ultra Poor Loan Recovered	19,218,243	27,220,937	25,261,666	15,191,832	11,850,131
Cumulative Ultra Poor Recovery Rate (CRR)	99.94%	99.98%	99.97%	99.92%	99.83%
Yearly Ultra Poor Recovery Rate (OTR)	99.53%	99.90%	99.89%	99.61%	99.11%
Average Ultra Poor Loan Size	17,445	16,369	15,573	14,766	12,792
Average Ultra Poor Outstanding by Client	8,253	9,559	8,398	8,736	7,143
Average Annual Ultra Poor Outstanding	11,064,209	15,231,799	12,657,600	8,640,349	6,223,330
Portfolio Ultra Poor per Loan Officer/CDO	9,804	24,163	23,614	18,601	14,948
Ultra Poor Disbursement per Loan Officer/CDO	15,198	43,323	47,142	33,504	28,578
Yearly Ultra Poor Loss Expenses for Provision	(46,674)	13,322	11,150	(11,437)	(131,114)
Total Ultra Poor Loan Loss Provision Balance	131,853	178,527	165,205	154,055	165,492
Ultra Poor Loan Portfolio at risk: (Delinquency Loan)	152,418	26,438	50,154	78,407	135,155

HOUSING LOAN (HL): (Amount in Taka)

DESCRIPTION	2019-2020	2018-2019	2017-2018	2016-2017	2015-2016
Cumulative Housing Loan Disbursed	20,890,000	20,750,000	19,490,000	15,780,000	15,780,000
Cumulative Housing Loan Recovered	18,575,526	17,241,205	14,677,123	12,283,882	8,814,148
Total Principal Housing Loan Outstanding	2,314,474	3,508,795	4,812,877	3,496,118	6,965,852
Current	2,265,449	3,419,697	4,705,640	3,369,690	6,891,331
Overdue	49,025	89,098	107,237	126,428	74,521
Housing Loan Outstanding Growth Rate	-34.04%	-27.10%	37.66%	-49.81%	35.51%
Yearly Housing Loan Disbursed	140,000	1,260,000	3,710,000	-	4,970,000
Yearly Housing Loan Recovered	1,334,321	2,564,082	2,393,241	3,469,734	3,144,590
Cumulative Housing Loan Recovery Rate (CRR)	99.74%	99.49%	99.27%	98.98%	99.16%
Yearly Housing Loan Recovery Rate (OTR)	96.46%	96.64%	95.71%	96.48%	97.69%
Average Housing Loan Size	70000	70,000	70,000	0	70,000
Average Housing Loan Outstanding by Client	30,860	46,168	39,129	23,307	34,829
Average Annual Housing Loan Outstanding	2,911,635	4,160,836	4,154,497	5,230,985	6,053,147
Portfolio Housing Loan per Loan Officer/CDO	3,507	5,415	7,676	6,188	15,377
Housing Loan Disbursement per Loan Officer/CDO	212	1,944	5,917	-	10,971
Yearly Housing Loan Loss Expenses for Provision	(28,354)	(19,238)	(20,977)	14,085	42,439
Total Housing Loan Loss Provision Balance	82,455	110,809	130,047	151,024	136,939
Housing Loan Portfolio at risk: (Delinquency Loan)	195,278	136,386	185,200	342,887	188,346

TOTAL LOAN PORTFOLIO: (Amount in Taka)

DESCRIPTION	2019-2020	2018-2019	2017-2018	2016-2017	2015-2016
Cumulative Loan Disbursed	54,597,504,600	47,669,847,600	39,860,648,600	32,071,201,600	25,340,171,600
Cumulative Loan Recovered	49,520,473,257	42,945,038,853	35,474,207,224	28,117,961,953	22,181,704,419
Total Principal Loan Outstanding	5,077,031,343	4,724,808,747	4,386,441,376	3,953,239,647	3,158,467,181
Current	4,800,624,899	4,484,340,460	4,197,423,800	3,828,340,397	3,067,541,851
Overdue	276,406,444	240,468,287	189,017,576	124,899,250	90,925,330
Loan Outstanding Growth Rate	7.45%	7.71%	10.96%	25.17%	29.09%
Yearly Loan Disbursed	6,927,657,000	7,809,199,000	7,789,447,000	6,731,030,000	5,563,743,000
Yearly Loan Recovered	6,575,434,404	7,470,831,629	7,356,245,271	5,936,257,534	4,852,077,120
Cumulative Loan Recovery Rate (CRR)	99.44%	99.44%	99.47%	99.56%	99.59%
Yearly Loan Recovery Rate (OTR)	95.97%	96.88%	97.49%	97.94%	98.16%
Average Loan Size	45,215	39,596	38,798	36,622	32,859
Average Loan Outstanding by Client	26,147	24,017	22,699	22,361	19,909
Average Annual Loan Outstanding	4,900,920,045	4,555,625,062	4,169,840,511	3,555,895,823	2,802,634,241
Portfolio Loan Outstanding per Loan Officer/CDO	7,692,472	7,291,372	6,995,919	6,997,034	6,972,334
Portfolio Loan Disbursement per Loan Officer/CDO	10,496,450	12,051,233	12,423,360	11,913,327	12,281,993
Yearly Loan Loss Expenses for Provision	43,825,605	68,334,822	51,828,071	34,081,134	10,703,507
Total Loan Loss Provision Balance	299,840,575	256,014,970	187,680,148	135,852,079	101,770,945
Loan Portfolio at risk: (Delinquency Loan)	335,384,981	263,422,109	256,156,855	158,604,693	116,582,007

SAVINGS PORTFOLIO: (Amount in Taka)

SAVINGS PORTFOLIO	2019-2020	2018-2019	2017-2018	2016-2017	2015-2016
Cumulative Savings Deposit	15,879,507,760	13,743,617,119	11,413,027,423	9,088,457,607	7,093,394,244
Cumulative Savings Withdrawals	13,738,842,241	11,839,419,282	9,644,803,377	7,499,023,894	5,740,506,632
Cumulative Savings Adjustment	220,757	220,757	220,757	220,757	220,757
Net Savings Balance	2,140,665,519	1,904,197,837	1,768,224,046	1,589,433,713	1,352,887,612
Net Savings Balance Growth Rate	12.42%	7.69%	11.25%	17.48%	21.63%
Average Net Savings Balance per Member	9,394	8,591	8,320	8,185	7,874
Yearly Savings Deposit	2,135,890,641	2,330,589,696	2,324,569,816	1,995,063,363	1,758,690,896
Yearly Savings Withdrawals	1,899,422,959	2,194,615,905	2,145,779,483	1,758,517,262	1,518,080,377
Yearly Net Savings Deposit / Balance Increase	236,467,682	135,973,791	178,790,333	236,546,101	240,610,519

RISK MANAGEMENT ACCOUNT: (Amount in Taka)

RISK MANAGEMENT ACCOUNT (A+B)	2019-2020	2018-2019	2017-2018	2016-2017	2015-2016
Cumulative Risk Management A/C Deposit	411,010,383	360,772,594	305,296,342	249,854,389	202,207,988
Cumulative Risk Management A/C Support	236,230,591	214,329,375	172,898,750	125,455,049	98,994,158
Net Risk Management A/C Balance	174,779,792	146,443,219	132,397,592	124,399,340	103,213,830
Net Risk Management A/C Balance Growth Rate	19.35%	10.61%	6.43%	20.53%	23.06%
Average Net Risk Management A/C Balance per Member	767	661	623	641	601
Yearly Risk Management A/C Deposit	50,237,789	55,476,252	55,441,953	47,646,401	38,642,436
Yearly Risk Management A/C Support	21,901,216	41,430,625	47,443,701	26,460,891	19,300,267
Yearly Net Risk Management A/C Deposit	28,336,573	14,045,627	7,998,252	21,185,510	19,342,169

KEY RATIOS:

KEY RATIOS	2019-2020	2018-2019	2017-2018	2016-2017	2015-2016
Effective Yield on Average Portfolio	17.42%	24.46%	23.05%	22.19%	22.87%
Effective Yield on Average Assets	14.69%	20.78%	19.66%	18.80%	19.13%
Return on Average Performing Assets	16.24%	22.36%	21.00%	20.09%	20.92%
Gross Financial Margin	12.63%	18.07%	16.42%	15.34%	15.64%
Operating Margin	0.17%	2.89%	1.17%	1.61%	0.57%
Net Financial Margin	11.86%	16.76%	15.33%	14.50%	15.30%
Yearly Loan Loss Provision Ratio on average Portfolio	0.78%	1.31%	1.09%	0.84%	0.33%
Total Loan Loss Provision Ratio on average Portfolio	5.30%	4.91%	3.95%	3.34%	3.15%

KEY RATIOS	2019-2020	2018-2019	2017-2018	2016-2017	2015-2016
Return on Investment Fund (NP / Total Capital)	3.55%	6.69%	5.33%	5.57%	5.68%
Financial cost ratio on average Performing Assets	3.61%	4.30%	4.58%	4.75%	5.28%
Operating cost ratio on average Performing Assets	11.68%	13.87%	14.16%	12.89%	14.74%
ROE (Return on equity)	11.46%	23.83%	21.86%	26.36%	28.49%
ROA (Return on assets)	3.68%	6.99%	5.58%	6.17%	6.35%
Adjusted Return on Assets	2.04%	5.40%	4.23%	4.90%	5.15%
Operating Self Sufficiency (OSS)	130.38%	147.32%	137.67%	146.36%	145.85%
Financial Self Sufficiency (FSS)	114.85%	133.03%	126.12%	133.58%	134.24%
Administrative Efficiency (OER)	13.01%	15.31%	15.34%	13.27%	15.10%
Total Expenses/ Total Average Assets	12.12%	14.77%	14.82%	13.31%	13.85%
Financial cost / Total Average Assets	3.51%	4.18%	4.45%	4.61%	5.10%
Administrative Cost / Total Average Assets	1.18%	1.53%	1.52%	1.50%	1.00%
Total Equity / Assets	32.75%	31.44%	27.03%	23.91%	22.79%
Total Equity / Liability	48.70%	45.85%	37.04%	31.42%	29.52%
Quick Ratio (Liquid Assets/ Current Liabilities)	22.25%	21.00%	18.21%	18.47%	19.23%
Current Ratio	168.45%	158.47%	152.84%	148.92%	151.28%
Savings/ Credit	42.16%	40.30%	40.31%	40.20%	42.83%
Borrower/Members	85.21%	88.76%	90.92%	91.04%	92.33%
Average Annual Growth to Total Assets	7.66%	9.24%	10.17%	24.27%	26.64%
Portfolio at Risk Ratio	6.61%	5.58%	5.84%	4.01%	3.69%
Portfolio in Arrears	5.44%	5.09%	4.31%	3.16%	2.88%
Loan Loss Provision Ratio	5.91%	5.42%	4.28%	3.44%	3.22%
Leverage or Debt to Equity Ratio (Liabilities/Net Worth)	205.33%	218.09%	269.98%	318.27%	338.77%
Capital Adequacy Ratio	37.62%	36.12%	30.59%	27.22%	26.02%
Debt Service Coverage Ratio (DSCR)	114.64%	125.62%	117.41%	120.85%	123.53%
Liquidity to Savings Ratio	36.45%	38.12%	33.75%	35.57%	34.31%
Financial cost to RLF	3.48%	4.11%	4.37%	4.28%	4.72%
Administrative Cost to RLF	1.17%	1.50%	1.49%	1.39%	0.92%
Operating cost to RLF	11.28%	13.28%	13.50%	11.61%	13.16%
Total Real Cost (Admin+Operating) to RLF	12.45%	14.78%	14.99%	13.00%	14.09%
Total Cost to RLF	12.03%	14.53%	14.54%	12.37%	12.81%
Total Income to RLF	15.68%	21.40%	20.02%	18.10%	18.68%
Total Service Charge to RLF	14.58%	20.44%	19.29%	17.46%	17.69%
Total Surplus to RLF	3.65%	6.87%	5.48%	5.73%	5.87%
Total Operating Cost to Service Charge	77.37%	64.94%	70.01%	66.51%	74.42%
Total Financial Cost to Service Charge	23.90%	20.11%	22.64%	24.50%	26.66%
Total Expenses to Service Charge	82.50%	71.07%	75.41%	70.83%	72.40%
Total Surplus to Service Charge	25.06%	33.63%	28.41%	32.83%	33.20%
Total Expenses to Income	76.70%	67.88%	72.64%	68.33%	68.56%
Total Expenses Growth Rate	-11.06%	9.28%	29.69%	20.43%	18.57%

PRODUCTIVITY & PROFITABILITY: (Amount in Taka)

PRODUCTIVITY & PROFITABILITY	2019-2020	2018-2019	2017-2018	2016-2017	2015-2016
Liquid Assets	780,174,666	725,965,871	596,848,258	565,437,200	464,216,435
Total Current Assets	5,906,151,752	5,477,478,746	5,009,324,377	4,558,230,108	3,652,439,270
Total Long-Term Assets	120,609,831	120,550,645	115,423,594	93,642,233	90,774,094
Net Fixed Assets	120,609,831	116,157,570	115,423,594	93,642,233	90,774,094
Total Assets	6,026,761,583	5,598,029,391	5,124,747,971	4,651,872,341	3,743,213,364
Average Assets	5,812,395,487	5,361,388,681	4,888,310,156	4,197,542,852	3,349,532,358
Average Performing Assets	5,653,990,313	5,217,032,126	4,750,983,240	4,070,722,640	3,235,523,356
Total Current Liabilities	3,506,222,986	3,456,546,405	3,277,531,412	3,060,955,257	2,414,380,150
Total Long-Term Liabilities	546,680,077	381,599,812	462,061,667	478,756,355	475,715,387
Total Internal Liabilities	1,973,587,641	1,759,634,075	1,384,944,144	1,111,985,750	852,994,641
Total External Liabilities	4,053,173,942	3,838,395,316	3,739,803,828	3,539,886,591	2,890,218,723
Total Concessional Loan	1,027,552,808	1,159,394,004	1,161,795,100	1,004,914,204	801,704,342
Total Liabilities	4,052,903,063	3,838,146,217	3,739,593,080	3,539,711,613	2,890,095,537
Reserve Fund-Yearly (10% of Surplus)	21,397,535	38,910,096	27,299,417	25,903,804	21,268,000
Reserve Fund (10% of Cumulative Surplus)	197,385,852	175,988,317	137,078,221	109,778,804	83,875,000
Apodkalin Tahabil Yearly	21,780	38,351	35,770	51,792	123,186
Apodkalin Tahabil Cumulative	270,879	249,099	210,748	174,978	123,186
NET WORTH / EQUITY	1,973,858,520	1,759,883,174	1,385,154,892	1,112,160,728	853,117,827
Total Service Charges	853,807,847	1,114,238,078	961,035,501	788,944,438	640,849,530
Total Financial Income	918,357,186	1,166,664,242	997,673,099	817,822,739	676,754,129
Total Administrative Cost	68,563,310	81,983,424	74,315,820	62,941,796	33,371,264
Total Financial Cost	204,101,147	224,101,608	217,592,296	193,303,970	170,869,181
Total Operating Expenses (Financial+General+Admin)	660,556,235	723,601,138	672,850,864	524,698,706	476,891,817
Total Expenses (Financial + General + Adm + LLP + DMF)	704,381,840	791,935,960	724,678,935	558,779,838	464,003,311
Yearly Surplus (Profit)	213,975,346	374,728,282	272,994,164	259,042,900	212,750,818
Yearly Surplus/Profit Growth Rate	-42.90%	37.27%	5.39%	21.76%	52.64%
Cumulative Surplus/Profit (Retained Earning)	1,761,829,103	1,569,273,071	1,233,493,236	987,834,259	754,746,955
Cumulative Surplus/Profit Growth Rate	12.27%	27.22%	24.87%	30.88%	33.97%
Imputed Cost of Capital	95,231,316	85,084,765	66,391,053	53,438,210	40,121,447
Cost per taka money lent (Operating)	0.09	0.09	0.08	0.08	0.09
Total Cost per taka money lent (Total Expenses)	0.10	0.10	0.09	0.08	0.08
Cost per Loan	4,311	3,669	3,351	2,855	2,816
Yearly Loan Paid	1,257,061,408	1,238,680,996	1,350,076,700	1,048,986,883	733,318,826

REVOLVING LOAN FUND (RLF): (Amount in Taka)

REVOLVING LOAN FUND (RLF)	2019-2020	2018-2019	2017-2018	2016-2017	2015-2016
Liquid Assets	780,174,666	725,965,871	596,848,258	565,437,199	464,216,435
Total Loan Outstanding (Principal)	5,077,031,343	4,724,808,747	4,386,441,376	3,953,324,465	3,158,467,181
TOTAL REVOLVING LOAN FUND (RLF)	5,857,206,009	5,450,774,618	4,983,289,634	4,518,761,664	3,622,683,616

SOURCES OF CAPITAL FUND / FINANCED BY (RLF): (Amount in Taka)

SOURCES OF CAPITAL FUND (RLF)	2019-2020	2018-2019	2017-2018	2016-2017	2015-2016
Revolving Loan Fund (Grant Capital)	14,372,687	14,372,687	14,372,687	14,372,687	14,372,687
Reserve Fund (Retained Surplus)	197,385,852	175,988,317	137,078,221	109,778,804	83,875,000
Apodkalin Tahabil	270,879	249,099	210,748	174,978	123,186
Cumulative Profit (Retained Earning)	1,761,829,103	1,569,273,071	1,233,493,236	987,834,259	754,746,955
Borrowing from Bank	381,066,235	317,466,447	445,146,347	632,033,943	472,330,688
Borrowing from Grihayan Tahabil	7,952,000	3,976,000	6,958,000	5,376,000	8,230,000
Borrowing from Bangladesh Bank - SMAP	360,000,000	390,000,000	310,000,000	220,000,000	205,600,000
Borrowing from Anukul Foundation	55,273,979	58,026,590	53,360,348	48,045,702	39,815,172
Borrowing from Grameen Trust	356,002	356,002	356,002	356,002	356,002
Borrowing from PKSF	573,970,827	706,035,412	790,120,750	730,136,500	546,703,168
Borrowing from Shafiuddin Ahmed Foundation	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000
Borrowing from MSS-General Fund	29,000,000	29,000,000	29,000,000	29,000,000	26,000,000
Members Savings	2,140,665,519	1,904,197,837	1,768,224,046	1,589,433,713	1,352,887,612
Risk Management Account	174,779,792	146,443,219	132,397,592	124,399,340.00	103,213,830
Employees Security Deposit	11,324,219	10,236,289	9,358,418	8,371,684	6,725,195
Gratuity Provision	-	-	-	-	12,400,000
Loan Loss Reserve / Provision	299,840,575	256,014,970	187,680,148	135,852,077	101,770,945
Staff Security Fund	147,821	157,845	231,795	12,504,749	10,379,524
Advance for Enrich Project	-	2,603,158	703,158	3,011,616	2,508,601
Accounts Payable	17,526,094	12,632,448	5,056,476	190,287	174,800
TOTAL CAPITAL & LIABILITY	6,026,761,583	5,598,029,391	5,124,747,972	4,651,872,341	3,743,213,364

SOCIAL SERVICE PROGRAMS

To promote wellbeing of WCP members, their families and the underserved people of the society, MSS provides essential social services under the following programs:

Eye Care Program

The Eye Care Program of Manabik Shahajya Sangstha (ECP-MSS) advanced further reaching a landmark of providing services to more than one hundred thousand underserved people since its inception in 2014. Despite COVID-19 challenges ECP continues to move forward with its mission of providing eye care services to the underserved people. Details are briefly narrated below:

Achievements of ECP-MSS (2014-June 2020)

Eye Care Program crosses 100,000 patients' landmark! <i>As of June 30, 2020, ECP screened over 110,000 patients</i>	
At Eye camps	71,843
At School Sight Testing Program	38,313
At Industrial Sight Testing Program	6,203
At Healthy Eyes for Road Safety	545
At Eye Care Helpline	148
Total	117,052

COVID-19 Impact

The eye care activities were interrupted for over three months due to the advent of COVID-19 pandemic in the country in March 2020 when the government declared general holidays to prevent the spread of Coronavirus.

Eye Care Helpline

ECP resumed its activities by launching Eye Care Helpline (ECH) on 7 June 2020 *aiming to make eye care services available to the people so that they can avoid hospital or clinic visits and stay safe from COVID-19 exposure.* Information concerning Helpline i.e., providing eye care services through phone or video calls was disseminated through our Facebook page, website, TV scroll, and news releases. Most importantly, the program was publicized through the network of WCP-MSS.

Services Provided:

The ECH provided the following free consultation services through audio and video calls during 10 am to 5 pm from Sunday to Thursday.

- Consultation with an eye doctor
- Necessary treatment and advice
- Referral services (for complex eye problems) to ECP's partner hospitals
- Deliver medicines (Dhaka city only; retail price + delivery charge Tk. 50/=)
- Raising awareness on preventing COVID-19 infection.

During the three weeks operation until June 30, ECH provided services to a total of 148 patients (male – 86; female- 62) and 67 patients with complex eye problems were referred to partner hospitals for treatment.

Public Eye Camps

Eye camps held at public places such as local union or upazila parishads and educational institutions remained ECP's primary approach to cater to the eye problems of large number of people within a short time. Eye Camps continued smoothly until the advent of COVID-19 followed by holidays in late-March 2020. The services provided at the eye camps include eye screening tests, correcting refractive errors by giving reading glasses, providing medicines, identification of cataract and other surgery cases. Patients with complex eye problems are referred to partner hospitals.

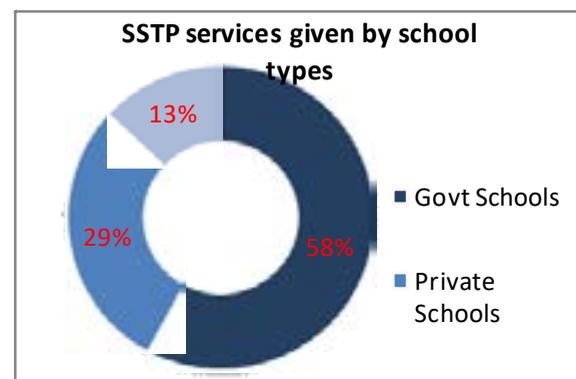
- From July 2019 to June 2020, a total of 47 public eye camps were conducted in 26 Upazilas of 11 Districts - Narayanganj, Tangail, Natore, Rajshahi, Chapainawabganj, Naogaon, Pabna, Bogura, Nilphamari, Thakurgaon and Panchagarh.
- A total of 4166 surgery patients were identified by screening 22369 patients and 3270 surgeries were successfully performed at partner hospitals.
- In total 6769 reading glasses were distributed at eye camps.
- 846 medicines were given out at the eye camps.

School Sight Testing Program:

Thousands of children suffer from blindness and other eye complications including refractive errors; thus, ECP attaches high priority to its School Sight Testing Program (SSTP). In 2019-2020, ECP screened 22,052 students (girls: 12,098 or 54.86% and boys: 9,954 or 45.14%) from 69 schools. Provided 574 custom made spectacles among 375 (65.33%) girls and 199 (34.67%) boys to correct refractive error. Additionally, provided 638 eye drops to 342 (53.76%) girls and 296 (46.24%) boys.



Students seen with free medicines at a border School, Panchagarh

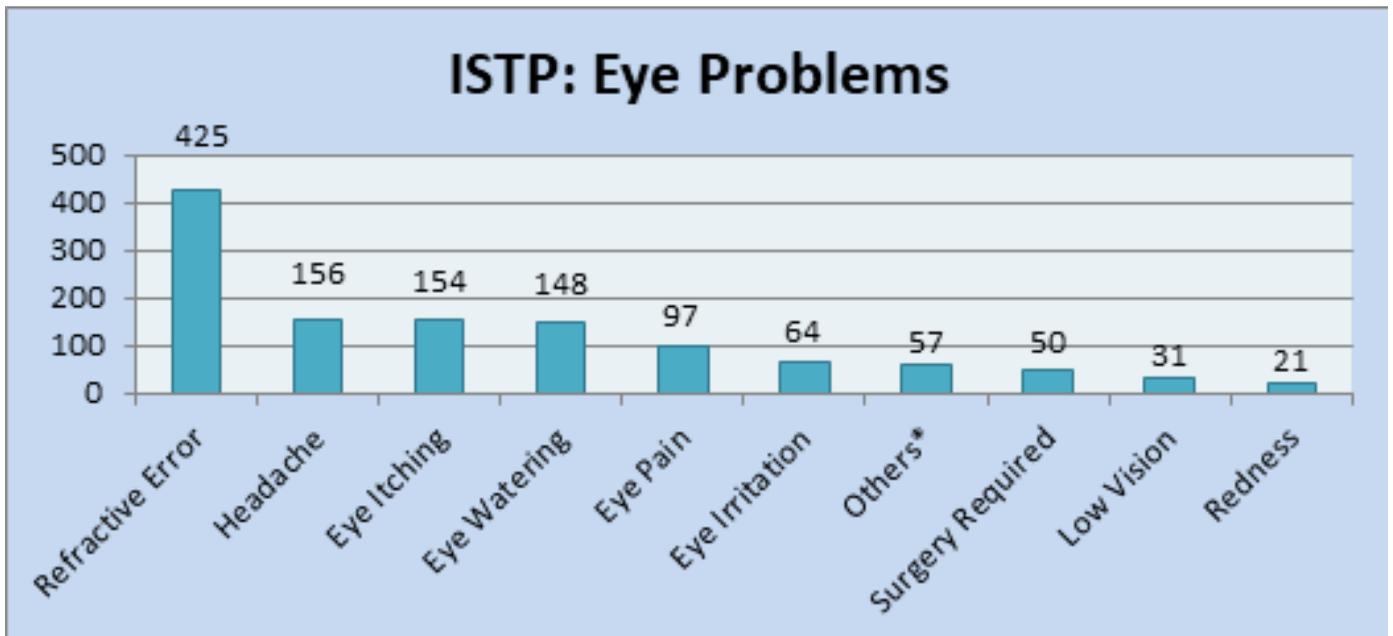


Awareness Raising

Raising awareness on basic eye care is an important area of focus in SSTP and Eye Camps as most camp patients and SSTP children and their parents are not aware of basic eye care issues. During the SSTPs, awareness campaigns are conducted among the students through interactive lecture presentations in every class-room of the school. Colorful, pictorial flyers highlighting basic eye care tips are given as handouts so that the students carry those back home and share the informative flyers with family and friends. In addition, at our public eye camps we distribute the flyers among the patients and hold discussion sessions on eye care in small groups eventually urging them to share eye care information with their families and friends back home.

Industrial Sight Testing Program (ISTP)

ISTP aims to provide comprehensive eye care services to the industrial workers so that they have healthy eyes leading to increased and quality production. In 2019-2020, two ISTPs were conducted: one at Laila Styles Ltd. (garment factory) and another one at Conforce Ltd. (auto brick field). A total of 1,099 workers/staffs (Female: 658 and Male: 441) were screened. Of them, 766 (69.70%) workers/staffs had following the vision problems:



* Others include allergy, dust, sinus, blood clot, eye spot, cornea problem and swelling eyes.

Noyon Tori

ECP-MSS has been providing eye care services to remote rural areas using its mobile eye clinic, Noyon Tori (NT). Co-funded by Epyllion Foundation and Shafiuddin Ahmed Foundation, the purpose of introducing NT is to provide eye care services to the underprivileged people in remote rural areas where eye care services are non-existent.



Patients waiting to screen eyes in Noyon Tori

From July 2019 to June 2020, NT screened 8,715 patients (female: 4,692 and male: 4,023) by conducting 40 eye camps, identified 396 cataract patients and 203 surgeries were performed including two pediatric cataract patients. A total of 620 spectacles and 531 medicines were given out in those camps.

Sources of Funding

The activities of ECP are carried out with financial support from our esteemed donors and contributions of MSS from its social services fund. Every year both individuals and corporate donors donate a significant

portion of their Zakat to ECP to change lives of the underserved people of the society. As of 30 June 2020, ECP's total number of donors stands at 257 who contributed Tk. 40.48 lac to support ECP activities during the reporting period.

Table 11: ECP-MSS Factsheet (July 2014 – June 2020)

SL #	Descriptions	Jul 14-Jun 18	Jul 18-Jun 19	Jul 19-Jun 20	Total
1.	CAMPS CONDUCTED				
a)	Eye Camp (public)	52	52	47	151
b)	School	15	38	69	122
c)	Factory		4	2	6
d)	Transport Terminal		2		2
	Total	67	96	118	281
2.	PATIENTS SCREENED				
a)	Eye Camps	21486	27988	22369	71843
b)	Students	2819	13442	22052	38313
c)	Workers		5104	1099	6203
d)	Drivers & Staffs		545		545
e)	Eye Vision Center		433	30	463
f)	Eye Care Helpline			148	148
	Total	24305	47079	45668	117052
3.	Surgeries performed	1556	2964	3270	7790
4.	Eye glasses distributed	5121	10623	7562	23306
5.	Medicines distributed	549	2327	1525	4401
6.	Donors	183	57	17	257
7.	Partner hospitals	15	6	0	21



Patient Testimonials

Jahanara Begum, aged 60, lives in Hemayetpur of Pabna district. She was unable to see due to cataract for last four years. Her son, the only earning member, cultivates others' land to survive. Owing to blindness she could not help in household chores and became a burden to the family. Eye Care Program identified her cataract at Hemayetpur, Pabna eye camp and removed cataract through a successful surgery at its partner hospital. After getting her vision back, Jahanara was overwhelmed with joy. She began to cry and said, "I am so happy to get my vision back after four years. I pray from the bottom of my heart for those who helped me regain my lost vision".



Md. Aziz, aged 70, a physically challenged old man lives in Chorpara under Chatmohor upazila of Pabna district. He had been suffering from cataract for last two years. Blindness totally crippled the life of physically challenged Aziz and became a family burden. He even could not move without the help of others. ECP in collaboration with its partner hospital organized an eye camp at Chatmohor and identified Aziz with cataract. ECP then took Aziz to a partner hospital and successfully removed the cataract. Aziz got his vision back. He thanked everyone and said, "I am so glad to get back my eyesight again. I pray from the core of my heart who helped me to restore my vision."

SHISHUDER JONNO: INTEGRATED CHILD DEVELOPMENT PROGRAM

With the goal “children learn and develop to their full potential”, the sponsorship funded Shishuder Jonno-Integrated Child Development Program (SJ-ICDP) supported by Save the Children in Bangladesh is implementing its quality phase following a journey of five years building phase and as such utmost importance has been given on program quality rather than quantity. The progress of the program came to a halt especially in last quarter as the scheduled activities could not be executed due to the pandemic COVID-19 when the government declared general holidays. However, to avoid community transmission and considering staff wellness, some adaptive planned activities were implemented over mobile phone.

A total of 219 learners enrolled in mainstream schools after completing year-long Literacy and Numeracy session in 2019.

Accomplishments of major interventions:



A field staff counseling caregiver using IEC materials

Early Childhood Care and Development (ECCD)

The ECCD component is working for the physical, mental, social, linguistic and intellectual development of the children.

Early Stimulation and Growth Monitoring Promotion (ES & GMP) campaign

This monthly Resource Center (RC) based intervention is carried out integrating with the components of Health & Nutrition and Child protection through which parents and caregivers of under 5 years children

receive age-appropriate ES counseling, Information Education & Communication materials, weight and height measurement services, nutrition counseling, WASH and child protection messages for child development.

Early Years Pre-Primary (EYPP) Session

The EYPP session prepares 3-5 years children round the year for regular schooling. In 2019-2020, a total of 200 children were enrolled.

Emergent Literacy and Math (ELM) Session

The ELM is a courtyard-based parenting session aimed to introduce parents of 3-5 years children about emergent literacy and math and make them aware concerning their children's interest and learning ability for their school readiness. During the reporting period, a total of 500 parents/caregivers received training in the sessions. Besides, different video messages related to ECCD were aired through the local cable channels.

Back to School support for out of School Children

To bring back to school, Literacy Numeracy Sessions (LNS) for 7-12 years aged out of school children are taken in five Resource Centers and two Education Centers. A total of 219 learners got enrolled in mainstream schools after completing year-long LNS in 2019.

International Literacy Day (ILD) Observation

International Literacy Day (ILD) was observed on 9th September 2019 in Rayerbazar. To mark the day, a rally was brought out with the participation of more than 600 children of Rayerbazar and Chand Udayan area. Members of Children Development Network-CDN such as Spreeha Bangladesh, Jaago Foundation, Educo, and BRAC also joined the program with their learners. Children enjoyed the **Reading Festival** program and drama show highlighting the importance of education performed by the theatre group of the National Children Task Force (NCTF), Rayerbazar committee.

ICT in Education

During the reporting period, 4 government primary schools were provided support in establishing multi-media classroom to enhance students' reading and speaking skills in English. Necessary training was also provided to the teachers on using ICT as teaching tools in the classrooms and e-primary school system for tracking students' performance.

Maternal Newborn Child Health and Nutrition (MNCHN)

This component provides services to pregnant women, mothers of newborn, lactating mothers, newborn, under-5 years' children, parents/caregivers and in-laws. Of the 697 pregnant women, 517 women received ANC-1 (Ante Natal Care), 287 women received ANC-4 and 465 pregnant women received Tetanus Toxoid (TT) from nearby health centers.

National Deworming Week Observation

Aligned with National De-worming week-2019 in October 2019, SJ ICDP- MSS also observed this massive event by feeding 9,483 underprivileged children de-worming tablets (collected from Communicable Disease Control unit of the Directorate General of Health Services-DGHS). To avoid the risk of sickness, biscuit, water, and other



related preparations were taken.

Community Based Health Education (CBHE)

The CBHE sessions aim to make children aged 5-19 years aware of five habits for using sanitary latrine properly, food and nutrition values and importance of hand washing. Sixty (60) CBHE Volunteers and five Community Educators (CE) received training on how to conduct session in Resource Centers on those issues. A total of 60 CBHE group sessions for children and 60 CBHE group sessions for parents were conducted in both Rayerbazar and Chand Udayan areas.

Global Hand Washing Day Observation



Showing clean hand on Global Hand Washing Day

With the theme “Clean Hands for All”, the Global Hand Washing Day 2019 was observed on 15 October 2019 in Rayerbazar and Chand Udayan by SJ ICDP-MSS. The event was participated by 600 children, community leaders, slum managers and other stakeholders. Chaired by Mr. Munawar Reza Khan, Executive Director, MSS, the event was attended among others by Ms. Kawsar Sabina, Deputy Director, Planning & Development, Directorate of Primary Education, Dhaka, noted actress

Ms. Deepa Khondker, Dr. Muhammad Mujibur Rahman, Consultant & Dr. Abdullah Al Kawsar, Medical Officer, Communicable Disease Control (CDC), Directorate General of Health Services-DGHS. The guests stressed the need for hand washing with soap for prevention of diarrhea and other communicable diseases.

ASRH and MHM Session

The Adolescent Sexual Reproductive Health (ASRH) and Menstrual Hygiene Management (MHM) sessions are arranged at the Resource Centers (RCs) to make adolescent girls aware of sexual reproductive health and menstrual hygiene management. In total 30 adolescent volunteers and 5 Community Educators received training on how to conduct sessions on ASRH and MHM with 10-19 years aged children learners in RCs. Some 15 adolescent learner groups comprising 20 learners and 2 adolescent facilitators in each group attended RC based sessions in impact area.

Vocational Training

To help generate income, vocational training on various trades was also provided to 50 adolescents through partner organization Community Participation and Development (CPD) and *Samia Beauty Parlor*.

Meeting with Dhaka North City Corporation on Birth Registration

To make easy access to the birth registration process, SJ-ICDP had an advocacy meeting with Dhaka North City Corporation (DNCC) on 18 December 2019 at DNCC Zone-5 office. The meeting tried to make them

understand that making birth registration arrangements at the ward councilor's office would be convenient for the community and a joint campaign might be arranged in this regard.

Birth Registration Campaign

To create awareness among the community people, National Birth Registration Day 2019 campaign was held on July 4, 2019 at Rayerbazar, Dhaka. Around 150 community people, representatives of DNCC, Save the Children, MSS were present in this event. A drama was performed by Theatre for Development (TfD) group in view of increasing awareness on birth registration.

Participation in a Dialogue Session

Organized by Save the Children in Bangladesh, National Children Taskforce-Rayerbazar committee members participated in a dialogue session marking the 30th anniversary of Child Right Charter. Honorable minister Mr. Anisul Haque, Ministry of Law, Justice and Parliamentary affairs attended the event as the chief guest. The minister stresses the need for safe corners for girls in every school, preventing physical and mental harassment, awareness of drug addiction, stopping child labor, child-abusing, and child marriage.

Sponsorship Operations

Child sponsorship connects one child in need with one compassionate person called sponsor. To make the communication effective and to build the bridge, there are some creatives and credible correspondence between sponsored child and sponsor. Major activities of sponsorship operations include Case History (CH) collection, 30-day letter (once the child linked with the sponsor, a drawing and letter is required to be sent to the sponsor within 30-day to establish contact with the child which is called the 30-day letter) Annual Family Update (AFU) along with photo taking, Annual Status Report (ASR), Proactive Annual Letter (PAL) collection, Mid-year Eligibility Check (MYEC), etc.

Mock Drill on Fire and Earthquake Preparedness



Hon'ble state minister for disaster management and relief Dr. Md. Enamur Rahman graced the event as Chief Guest

To make people aware of earthquakes and fire accidents in slums, a fire and earthquake mock drill was held on December 4, 2019 at Boishakhi playground, Rayerbazar. Organized jointly by Save the Children in Bangladesh (SCiBD), Fire Service and Civil Defense Department and MSS, the event was graced as the chief guest by hon'ble state minister for disaster management and relief Dr. Md. Enamur Rahman. Among others Md. Shah Kamal, Senior Secretary, ministry of disaster management and relief, Mr. Munawar Reza Khan, Executive Director, MSS, Mr. Reefat bin Sattar, Director, Program Development and Quality, SCiBD and Mr. Dilip Kumar Ghosh, Deputy Director, Fire Service and Civil Defense were also present. Around 350 local residents witnessed the demonstration and some local Volunteers participated in the mock drill along with firefighters.

Emergency Response during COVID-19 Period (31st March- 12 June)



Soap distribution underway to a beneficiary

Soap Distribution during COVID -19

To give protection to the community people from possible infection of pandemic Covid-19, SJ-ICDP, MSS distributed 16,488 soaps among 8,687 households and disseminated information to avoid Coronavirus infection by hanging 300 posters in the community.

Interactive Mobile Messages

To avoid the risk of being infected by COVID-19 and to ensure the wellbeing of the staff, as per adaptive plan, interactive messages over mobile phone were disseminated among the beneficiaries for making them aware of pandemic Coronavirus and programmatic issues.

ESHA'S EAGERNESS FOR EDUCATION

Esha is a 4 years old girl who lives with her parents in Boatghat area of Rayerbazar. Her father Ershadul Haque is a ricksha puller. When Esha was 3-4 months old, her mother Swapna Begum went abroad to earn money for financial solvency of the family and since then Esha's grandmother shouldered her responsibility. Esha, who grew up without her mother's care and love, would not have a smile on her face and she even felt shy to play with her friends. Esha had become very lonely. Shima, a Community Organizer, SJ-ICDP found Esha during a home visit. She persuaded her grandmother and



admitted her to the Tarar Mela Resource Center in the Early Years Pre-Primary-2 team. She is also a sponsored child of SJ-ICDP. Shima started taking care of Esha by giving her extra time and Esha also got a touch of affection. After about 3 months, changes were noticed in Esha as noticed by Shima. Esha began to learn drawing, took part in physical activities and seen attentively listening to stories. Now, Esha can laugh, she can sing "Little birds are buzzing, songs are humming" she can tell stories, "Cats can go for walks". Esha's grandmother is very happy to see her progress. Her grandmother said, "I would not have seen this change if I had not admitted Esha to the center."

Other Social Service Programs

Day Care Center

With the creation of job opportunities, the engagement of women in the workforce especially in urban areas also increases which augments the demand for day care center particularly for the kids of WCP members, mostly women. With the enrolment of 60 kids, MSS is running three daycare centers for the children of its WCP members and non-members living in Korail slum and Pirerbag of Mirpur under Dhaka City.



A daycare center in operation

Non-Formal Primary Education

Education is the fundamental need for social change and economic advancement of a country. The non-formal primary education also plays a vital role in increasing literacy rate of the country. In view of this, MSS launched Non-Formal Primary Education (NFPE) schools in 2006 in Dhaka city giving access to education to the urban underprivileged children. The underserved urban children get admitted to class one and continue up to class four. After completion of their studies at NFPE school, these children can get admission to class five at government primary schools.



A NFPE school in operation

Free educational materials along with school uniform are provided to the students. Currently, MSS is running 6 non-formal education schools with 128 students at Korail, Mirpur and Keraniganj.

Medha Bikash Udyog

The Medha Bikash Udyog or Merit Nurture Initiative is a scholarship program of MSS launched in 2005. The main objective of this welfare program is to support and inspire to continue the education of the meritorious children of WCP members. Each year, the scholarship awardees from Junior School Certificate to Masters level including Medical/Engineering are selected through a rigorous process. The scholarships are awarded at an event in Dhaka. In 2020, the scholarships were not given due to the outbreak of pandemic COVID-19.

Table 10: Year-wise scholarship given

Year	No. of students awarded scholarship			Amount in Taka
	Total	Female	Male	
2005	13	07	06	60,000
2007	31	15	16	200,000
2008	38	17	21	222,000
2009	44	20	24	250,800
2010	78	37	41	468,000
2011	98	41	57	579,600
2012	96	54	42	580,800
2014	124	76	48	1,126,800
2015	227	141	86	2,023,200
2016	286	172	114	2,380,600
2017	368	222	146	3,033,600
2018	262	150	112	2,152,800
2019	200	119	81	1,809,600
2020*	Not awarded	-	-	Not awarded
Total	1865	1,071	794	14,887,800

* Scholarship not awarded due to outbreak of COVID-19

Euglena Genki Program for Reducing Child Malnutrition

The Euglena Genki Program was introduced in 2014 by MSS in collaboration with *Euglena Genki Co.*, Japan aiming to reduce child malnutrition in Bangladesh. Under the program, each student of MSS NFPE schools is fed 6 pieces of high potency *Euglena* biscuit everyday containing 59 types of nutrients during their school hours to boost their nutrition level.

Maternal Child Health–Family Planning (MCH-FP)

MSS has been running MCH-FP clinic with its own fund since its phase out in 1997. Ante natal care, postnatal care, general healthcare, family planning service, EPI, vaccination, blood sugar test, pregnancy test, etc. services are provided at MCH-FP clinic.

A doctor examining a patient at MCH-FP clinic



Table 8: Performance of MCH-FP in 2019-2020 (July to January)

Services	Performance
Contraceptive pill distributed	82 cycles
Condom distributed	945 pcs.
Depo-Provera	80
Ante natal care& Postnatal care	160
Infants' care	102
Pregnancy test	33
Blood sugar test	21
Other vaccinations	10
EPI	
BCG	40
Penta-1, Penta-2 & Penta-3	137
TT	46
Measles/Rubella	62
Vitamin A capsule administered	905
General treatment	893

Note: The MCH-FP clinic was shut down from 1st February 2020.

Shut-down of MCH-FP Clinic

The MCH-FP clinic was established at Kalabagan of Dhaka city with the purpose of providing health services to the underserved segment of the society. Rapid urbanization and relocation of WCP's Branch No. 1 had reduced the service seekers to a great extent while the operational cost remained high. Under such a situation, the executive committee in its special meeting held on 20 December 2019 decided unanimously to shut-down MCH-FP clinic with effect from 1st February 2020. MSS management is working to expand the reach of its social service programs to benefit more WCP members and their families.

Eye Care Service

As a part of social welfare initiative, MSS has been providing eye care services to the underprivileged people of the society through its Eye Vision Center since 2011. The services dispensed through Eye Vision Center are as under:

Table 9: Performance of Eye Vision Center in 2019-2020 (July to January)

Types of Services	No. of patients served
Primary eye care services	345
Eye glasses distributed	125

Eye Vision Center merges with Eye Care Program-MSS

The Eye Vision Center since its inception had been providing eye care services to the underserved people through its center at Kalabagan of Dhaka city and organizing eye camps at WCP branch offices. As the Eye Vision Center had been struggling to attract more service seekers right from the beginning, the executive committee in principle has decided to officially merge Eye Vision Center with ECP-MSS from 1st February 2020.

Human Resource Development

In the context of developmental advancement, the role of trained human resource particularly in the financial sector is an undeniable fact. With this end in view, MSS has been making continuous effort with its skilled training unit to develop human resources imparting training on various professional courses to its staffs which in turn has been playing an effective role in the advancement of the organization. Besides, each year few staffs also participate in external training arranged by reputed institutions such as PKSF, InM, Credit and Development Forum (CDF), etc.

During the reporting period, a total of 667 staffs received training on various professional courses of which 306 were given at CBRC, 346 at Head office and the remaining 15 got training at PKSF, CDF and Infosoft Valley. Besides, 126 participants of external stakeholders such as Bank Asia, Self-Help and Rehabilitation Program (SHARP) and Ramnathpur Bahumukhi Nabayan Shangha (RBNS) used CBRC for training and meeting purposes. Mentionable that the training activities remained suspended from March to June 2020 due to the outbreak of COVID-19. Details are furnished below:

Table 12: Course-wise number of trainees

Sl. #	Name of course	Participants	Venue by batch		Remarks
			CBRC	Head Office	
01	Basic Microfinance Course	141	01	06	
02	Orientation Course on MSS	112	03	03	
03	Accounting and Documentation	25	-	01	
04	Microenterprise Development	238	03	08	
05	Certificate Course on Microfinance	151	08	-	114 trainees joined as TCDO
06	Training received from PKSF, CDF and Infosoft Valley	15	-	-	
	Total	667	15	18	

*Training program being conducted at CBRC, Saidpur*

Networking and Advocacy

The importance of network of like-minded organizations is very crucial to attain its common goals. It helps to gain optimum benefits during the implementation of a large project. MSS played a pioneer role in forming various networks such as Credit & Development Forum (CDF), Coalition for the Urban Poor (CUP) and Bangladesh Shishu Adhikar Forum (BSAF) who have been playing major role to benefit their respective target people. Pursuing proactive advocacy targeting decision makers is one of the major strategies of MSS through which MSS tries to ensure the entitlement of the marginalized people. MSS has been relentlessly playing a role with Dhaka North City Corporation towards ensuring birth registration of the underprivileged children in Rayerbazar.

MSS has also been maintaining memberships with various international networks through which it gets exposure to share its programmatic experiences and exchange views with others at various international forums to advance further with its microfinance operation.

Development Partners

The development partners in Bangladesh have consistently been playing a valuable role by financing various development projects to benefit the underserved people. MSS has implemented or is implementing different development projects with financial and technical support from donor agencies. Following are the donor agencies with which MSS maintained or is maintaining partnerships.

- Palli Karma Sahayak Foundation (PKSF)
- Save the Children International
- Anukul Foundation-MDF
- Academy for Educational Development (AED)/USAID
- European Commission
- CARE Bangladesh
- Japan Embassy in Bangladesh
- The Royal Danish Embassy in Bangladesh
- The Netherland Embassy in Bangladesh
- Oxfam Bangladesh
- Swedish International Development Agency (SIDA)
- Grameen Trust
- Coalition for the Urban Poor (CUP)
- Credit & Development Forum (CDF)
- The Asia Foundation
- Foundation for the Justice-Spain
- Concern Worldwide
- Sightsavers International
- Ministry of Women and Children Affairs
- Bangladesh Bank
- Ford Foundation

Memberships: MSS is continuing its networking or membership with the following national and international networks:

National	International
▪ Coalition for the Urban Poor (CUP)	▪ Micro-credit Summit Campaign
▪ Credit and Development Forum (CDF)	▪ Banking With The Poor (BWTP)
▪ Bangladesh Shishu Adhikar Forum	▪ International Housing Coalition (IHC)
▪ Bangladesh Urban Forum (BUF)	▪ International Network of Alternative Financial Institutions (INAFI)
▪ Right to Food Bangladesh	



**Independent Auditors' Report
To the Member of General Body of
MANABIK SHAHAJYA SANGSTHA (MSS)
Report on the Audit of the Financial Statements**

Opinion

We have audited the financial statements of **MANABIK SHAHAJYA SANGATHA** (the NGO), and its "micro finance programs and other projects," which comprise the statement of financial Position as at 30 June 2020, and statement of comprehensive income, statement of receipt & payment, Statement of cash flows, Statement of Changes in equity and notes to the financial statements including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of **MANABIK SHAHAJYA SANGATHA** and its "Micro finance programs and other projects," as at 30 June 2020, and its financial performance and its cash flows in accordance with International Financial Reporting Standards (IFRSs) and other applicable laws and regulations.

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the Auditors' Responsibilities for the Audit of the Financial Statements section of our report. We are independent of **MANABIK SHAHAJYA SANGATHA** and its "Micro finance programs and other projects," in accordance with the International Ethics Standards Board for Accountants' Code of Ethics for Professional Accountants (IESBA Code) together with the ethical requirements that are relevant to our audit of the financial statements in jurisdictions, and we have fulfilled our other ethical responsibilities in accordance with these requirements and with the IESBA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of matter

Without qualifying our opinion, we draw attention on the matter disclosed:

1. Women's Credit Program (WCP) under Manabik Shahajya Sangstha (MSS), borrowed short term loan of tk. 29,000,000 from MSS bearing interest @ 10% per annum. For last three years no repayment was made against the loan. However, interest has been charged on regular basis.
2. Women's Credit Program (WCP) under Manabik Shahajya Sangstha (MSS), collected security money from its employees & Staff amounting to BDT 11,324,219 & BDT 147,821 respectively but they kept the money in the bank account of WCP. No separate bank account was maintained for this security money.
3. Women's Credit Program (WCP) under Manabik Shahajya Sangstha (MSS), has policy to collect 0.7% for risk management on loan paid to members before disbursement of the loan but they kept the money in the bank account of WCP. No separate bank account was maintained for this risk management fund.

Responsibilities of Management and Those Charged with Governance of the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with IFRSs and other applicable laws and regulations and for such internal control as management determines necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the operations of **MANABIK SHAHAJYA SANGATHA** and its "Micro finance program and other projects," ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the **MANABIK SHAHAJYA SANGATHA** and its "Micro finance programs and other projects," or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the operations of **MANABIK SHAHAJYA SANGATHA** and its "Micro finance program and other projects," financial reporting process.

Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs, we exercised professional judgment and maintained professional skepticism throughout the audit. We also:

- Identified and assessed the risks of material misstatement of the financial statements, whether due to fraud or error, designed and performed audit procedures responsive to those risks, and obtained audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtained an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances.
- Evaluated the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management but not for the purpose expressing an opinion on the effectiveness of the operations of **MANABIK**

SHAHAJYA SANGATHA and its "Micro finance programs and other projects," internal control.

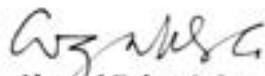
- Concluded on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the **MANABIK SHAHAJYA SANGATHA** and its "Micro finance programs and other projects," ability to continue as a going concern. If we concluded that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause **MANABIK SHAHAJYA SANGATHA** and its "Micro finance programs and other projects," to cease continuance as a going concern.
- Evaluated the overall presentation, structure and content of the **MANABIK SHAHAJYA SANGATHA** and its "Micro finance programs and other projects," financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

Report on other Legal and Regulatory Requirements

we also report that:

- a) We have obtained all the information and explanations, which to the best of our knowledge and belief were necessary for the purpose of our audit and made due verification thereof;
- b) In our opinion, proper books of accounts as required by law have been kept by the **MANABIK SHAHAJYA SANGATHA** and its "Micro finance programs and other projects," as far as it appeared from our Examination of those books;
- c) the Consolidated statement of financial position and consolidated statements of comprehensive income dealt with by the report are in agreement with the books of accounts and returns.

Dhaka:
Date: 22 October 2020


Ahmed Zaker & Co.
Chartered Accountants

CONSOLIDATED STATEMENT OF FINANCIAL POSITION

AS AT JUNE 30, 2020

Particulars	Notes	Amount in Taka	
		30.06.2020	30.06.2019
PROPERTIES & ASSETS:			
Non current Assets:		133,480,194	132,479,592
Fixed assests at Cost less accum. dep. (Schedule-A/1)	6.00	133,480,194	130,334,115
Building Work-in-Progress	7.00	-	2,145,477
Current Assets:		5,926,652,127	5,496,961,256
Loan to Members	8.00	5,077,031,343	4,724,808,747
Investment in FDR	9.00	664,239,886	566,271,994
Other Current Assets	10.00	24,227,513	22,376,163
Interest Receivable on FDR	11.00	25,199,000	7,066,000
Cash and Bank Balances	12.00	135,954,384	176,438,352
Total properties & Assets		6,060,132,321	5,629,440,848
FUND & LIABILITIES:			
Fund & Reserve:		2,031,481,753	1,816,771,330
Grant Capital	13.00	20,404,591	20,404,591
Retained Earnings	14.00	1,813,420,431	1,620,129,323
Reserve Fund	15.00	197,385,852	175,988,317
Apodkalin Tohobil	16.00	270,879	249,099
Non Current Liabilities:		517,680,077	499,043,031
Loan from PKSF	17.00	217,104,165	308,970,827
Loan from Grehayon Tohobil	18.00	3,976,000	-
Loan from Commercial Bank	19.00	85,320,195	407,047
Loan from others	20.00	36,499,925	43,221,937
Risk Management Account	21.00	174,779,792	146,443,219
Current Liabilities:		3,510,970,491	3,313,626,487
Loan from PKSF	22.00	356,866,662	397,064,585
Loan from Grehayon Tohobil	23.00	3,976,000	3,976,000
Loan from Bangladesh Bank -SMAP	24.00	360,000,000	390,000,000
Loan from Commercial Bank	25.00	295,746,040	317,059,400
Loan from others	26.00	20,130,056	16,160,655
Clients Savings	27.00	2,140,665,519	1,904,197,837
Staff Security Fund	28.00	147,821	157,845
Loan loss Provision	29.00	299,840,575	256,014,970
Employees Security	30.00	11,324,219	10,236,289
Other Current Liabilities	31.00	22,273,599	18,758,907
Total Fund & Liabilities		6,060,132,321	5,629,440,848

The annexed notes 1 to 56 form an integral part of these financial statements.


Md. Abdul Halim
Deputy Director (F & A)




Feroz M. Hassan
President

Subject to our separate report of even date
Manabik Shahajya Sangstha (MSS)
Annual Report 2019-2020

MANABIK SHAHAJYA SANGSTHA (MSS)

CONSOLIDATED STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED JUNE 30, 2020

Particulars	Notes	Amount in Taka	
		2019-2020	2018-2019
INCOME:			
Service Charge:		858,336,594	1,118,216,429
Service Charge on Loan (Micro Credit)	32.00	853,807,847	1,114,238,078
Service Charge from Clinic (Micro Credit)		57,380	93,657
Service Charge from Eye Vision Centre (Micro Credit)		23,600	61,190
Service Charge from Day care (Micro Credit)		18,900	22,200
Service Charge from NFPE School (Micro Credit)		19,655	22,410
Service Charge from Community Based Resource Centre (CBRC)	33.00	4,409,212	3,778,894
Admission Fee (Micro Credit)		841,250	1,203,950
Form Fees (Micro Credit)		2,364,945	2,991,540
Sub Grant in AID from Anukul Foundation for MSS-Suchala		226,486	128,154
Sub-Grant from SC for MSS-ICDP		30,798,388	35,769,580
Sub-Grant from BAF for Disaster Relief		-	-
Income from Eye Care Project	34.00	24,100	105,940
Enrich Health Service Fee (Micro Credit)		219,270	299,480
Interest income on Bank Deposit (Micro Credit)		3,209,052	3,269,594
Interest income on Fixed Deposit (Micro Credit)		52,170,425	39,366,515
Local Donation		-	2,500,000
Local Donation for cataract		4,064,800	6,464,300
Local Donation for Camp		286,404	512,314
Member's Subscription (MFI)		5,100	5,100
Miscellaneous Income (Micro Credit)		264,024	376,371
Operational Cost Reimbursement (Micro Credit)		4,103,158	3,161,350
Overhead cost Reimbursement		195,651	185,177
Publication Sale (Micro Credit)		-	-
Rent Reimbursement (Micro Credit)		1,594,200	1,720,640
Salary & Allowances Reimbursement (Micro Credit)		1,256,931	1,042,209
Sale of Crops,Seed & Seedlings, fish Sale (Micro Credit)		58,905	83,407
Training Cost Reimbursement		-	-
Training Allowances		-	31,000
Vehicle Rent		2,000	-
Total Income: (A)		960,021,682	1,217,433,050

CONSOLIDATED STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED JUNE 30, 2020

Particulars	Notes	Amount in Taka	
		2019-2020	2018-2019
EXPENDITURE:			
Financial Cost:		201,201,147	221,201,608
Interest Expenses on Commercial Bank Loan (MF)	35.00	27,523,940	26,727,784
Interest expenses on PKSF Loan (MF)		46,098,312	62,938,370
Interest expenses on Grehayon Tohobil Loan		82,065	72,916
Interest expenses on SMAP Loan (Bangladesh Bank)		19,706,167	18,028,611
Interest expenses on Client's Savings (MF)	36.00	101,455,450	107,602,043
Interest Expenses on Others Loan (MF)	37.00	6,335,213	5,831,884
General & Administrative Expenses :		500,284,508	546,276,058
Salary Allowances & Benefits	38.00	365,187,937	396,367,022
Administrative & Program Expenses	39.00	67,138,073	80,841,060
Training & Development Expenses	40.00	35,623,623	40,811,727
Local Travel /Conveyance	41.00	8,164,605	9,114,315
Social Development Expense	42.00	18,305,799	13,058,239
Depreciation Expenses	43.00	5,864,471	6,083,696
Total Operating Expenses		701,485,654	767,477,666
Loan Loss Provision Expenses		43,825,605	68,334,822
Total Expenditure: (B)		745,311,259	835,812,488
Net Excess of Income over Expenditure: (A-B)		214,710,423	381,620,562
Total		960,021,682	1,217,433,050

The annexed notes 1 to 56 form an integral part of these financial statements.



Md. Abdul Halim
Deputy Director (F & A)




Feroz M. Hassan
President

Subject to our separate report of even date

MANABIK SHAHAJYA SANGSTHA (MSS)

CONSOLIDATED STATEMENT OF RECEIPTS & PAYMENTS

FOR THE PERIOD FROM 1ST JULY, 2019 TO 30TH JUNE, 2020

Particulars	Notes	Amount in Taka	
		2019-2020	2018-2019
RECEIPTS:			
Opening Balance :		176,438,352	140,891,168
Cash in hand		257,334	303,224
Cash at Bank		176,181,018	140,587,944
Admission Fee Collection		841,250	1,203,950
Advance Recovery		3,302,903	3,819,197
Advance office rent		451,737	466,300
Advance for Enrich-Operating costs		1,500,000	5,061,350
Bi-Cycle Loan from Employees		301,250	418,794
Cataract Operation reimbursement		-	10,500
Employees Security		1,410,000	1,450,000
Equipment Sale		-	10,000
Unsattled Staff Advance		45,269	-
Form Fees		2,364,945	2,991,540
Savings Collection from Member's	44.00	2,048,676,196	2,222,987,653
Interest Income on Bank Deposit		3,320,797	3,269,594
Interest Income on Investment	45.00	34,037,425	38,306,515
Investment in FDR (Encashment)		421,439,750	200,896,925
Loan from Commercial Bank	46.00	515,850,000	367,100,000
Loan from PKSF		265,000,000	333,500,000
Loan from BB-SMAP		360,000,000	390,000,000
Loan from Grehayon Tohobil		4,970,000	-
Loan from others	47.00	14,000,000	18,000,000
Motor cycle Loan from Employees		1,898,820	2,355,270
Other's Income	48.00	7,842,803	13,089,774
PKSF Education Scholarship Fund		996,000	876,000
Risk Management collection		50,237,789	55,476,252
Loan recovery from Member's	49.00	6,575,434,404	7,470,831,629
Service Charge from Clinic		57,380	93,657
Service Charge from Day Care		18,900	22,200
Service Charge from Eye Vision Centre		23,600	61,190
Service Charge from Eye Screening test		21,700	-
Service Charges from NFPE School		19,655	22,410
Service Charge on Micro Credit		853,807,847	1,114,238,078
Service Charge from CBRC		4,409,212	3,778,894
Sub Grant from Anukul Foundation for MSS-Suchala		224,100	-
Sub Grant from SC for MSS-ICDP		31,969,225	36,247,345
Total		11,380,911,308	12,427,476,185

MANABIK SHAHAJYA SANGSTHA (MSS)

CONSOLIDATED STATEMENT OF RECEIPTS & PAYMENTS

FOR THE PERIOD FROM 1ST JULY, 2019 TO 30TH JUNE, 2020

Particulars	Notes	Amount in Taka	
		2019-2020	2018-2019
PAYMENTS:			
Advance office rent		4,180,470	3,020,537
Advance for Operating		3,328,055	6,059,671
Advance Tax		3,827,369	4,274,364
Accounts Payable		12,632,448	5,056,476
Advertisement		1,162,547	819,593
Audit Fee & Evaluation		98,700	43,400
Award, Prize & Promotional Expenses		114,592	-
Bank charges		4,819,877	2,900,311
Bicycle loan to employees		114,000	462,000
Building Work in Progress		2,214,821	2,145,477
Car Repair & Maintenance		642,851	508,842
Cataract Operation		9,412,135	5,166,860
Cleaning materials		585,256	380,955
Community Development Expenses		63,100	675,000
Compensatory Allowance		132,000	-
Consulting Fees		1,202,470	1,436,580
Contribution to Staff welfare fund (SWF)		-	16,458,870
Conveyance/Local Travel		4,013,484	4,510,095
Cultivation & Fish Culture Expenses		45,971	40,675
Documentation & Reporting		17,500	8,500
Education Program Expenses		1,941,434	2,395,392
Electricity charges		1,515,626	1,641,879
Employees Security (Refund)		445,000	536,525
Equipment maintenance		908,504	846,658
Eye/Health Camp		1,266,121	990,913
Eye/Health Camp-Spectacle		534,356	798,847
Festival bonus		12,485,496	36,015,861
Field Trips		4,151,121	4,604,220
Food & Refreshment Expenses		688,545	386,977
Fuel charges		3,722,626	4,102,738
Furniture		1,731,669	1,031,433
Gas charges		673,725	580,610
Home Gardening & Nursery		4,690	51,600
Honorarium of General & EC Member		328,000	108,000
Savings Withdrawn	50.00	1,899,422,959	2,194,615,905
Gratuity		12,000,000	34,000,000
Health Support		405,320	1,537,710
Insurance Premium		56,248	63,647
Interest on Members Savings		14,241,005	-
Interest on Commercial Bank Loan	51.00	21,726,940	24,812,784
Interest on Others Loan	52.00	6,107,225	5,663,974
Interest on PKSF Loan		46,098,312	62,938,370
Interest on Grehayon Tohobil Loan		30,065	72,916
Interest on SMAP (Bangladesh Bank) Loan		10,761,667	11,248,611
Investment	53.00	519,407,642	300,917,831
Legal Charge		1,182,630	1,429,880

MANABIK SHAHAJYA SANGSTHA (MSS)

CONSOLIDATED STATEMENT OF RECEIPTS & PAYMENTS

FOR THE PERIOD FROM 1ST JULY, 2019 TO 30TH JUNE, 2020

Particulars	Notes	Amount in Taka	
		2019-2020	2018-2019
Linen		25,970	298,033
Loan disbursement to Members	54.00	6,927,657,000	7,809,199,000
Loan from Commercial Bank (Repayment)	55.00	452,250,212	494,779,900
Loan from Others (Repayment)	56.00	16,752,611	13,333,758
Loan from PKSF (Repayment)		397,064,585	417,585,338
Loan from Grehayon Tohobil (Repayment)		994,000	2,982,000
Loan from SMAP (Bangladesh Bank)		390,000,000	310,000,000
Loan Processing fee		2,000	3,313,073
Local Donation		177,842	66,350
Matching Fund Support		158,000	100,000
Medical Supplies		-	26,250
Madical & Medicine Support to Staff		32,387	23,989
Medicine		13,084	13,665
Meeting Expenses		13,414	263,163
Membership Subscription		25,000	235,000
Miscellaneous expenses		5,120	13,938
Motor cycle Loan		-	1,193,500
Newspaper		388,077	457,142
Nutrition Supply		406,882	784,512
Office Equipment		2,652,183	959,112
Office Maintenance		1,613,565	1,340,456
Office Rent		17,120,509	15,404,895
Office stationery		3,132,333	2,808,955
Photocopy		348,746	377,541
PKSF Education Scholarship Fund		996,000	876,000
Postage		232,141	244,226
Printing		2,582,520	2,721,795
Probin People Development Program		795,048	452,826
Program Cost for SUCHALA		226,600	127,800
Program Cost for ICDP		30,483,162	35,424,813
Refreshment & Entertainment		2,394,391	2,130,683
Registration & Renewal fees		68,410	9,000
Rlief Work		3,224,076	-
Repair & maintenance		1,371,896	836,261
Risk Management Account Support (Claim Settlement)		21,901,216	41,430,625
Robbery Account		63,290	-
Salary & Allowances		340,702,441	326,351,161
Signboard & Banner		89,685	83,625
Softaware Development		100,000	100,000
Softaware Maintanance		2,892,556	3,019,480
Staff Security Fund (Refund)		8,200	51,800
Tax		41,455	20,011
Telephone & Email		4,141,485	3,449,944
Training expenses		4,216,003	4,849,212
Traning materials		9,313	23,187
Unsettled Staff Advance		137,146	

MANABIK SHAHAJYA SANGSTHA (MSS)

CONSOLIDATED STATEMENT OF RECEIPTS & PAYMENTS

FOR THE PERIOD FROM 1ST JULY, 2019 TO 30TH JUNE, 2020

Particulars	Notes	Amount in Taka	
		2019-2020	2018-2019
Utensils		76,706	123,674
Utilities for Head office		1,298,662	1,156,563
VAT		3,741,016	3,125,721
Vehicle		-	1,858,000
Volunteers fee		3,195	-
WASA Charges		265,198	274,522
Web Design		65,118	6,900
Work Aid expenses		655,800	691,200
Workshop, Seminar & Meeting Exp.		896,104	677,748
Total Payments		11,244,956,924	12,251,037,833
Closing Balance:			
Cash in hand		254,203	257,334
Cash at Bank		135,700,181	176,181,018
Total		11,380,911,308	12,427,476,185

The annexed notes 1 to 56 form an integral part of these financial statements.



Md. Abdul Halim
Deputy Director (F & A)




Feroz M. Hassan
President

CONSOLIDATED STATEMENT OF CASH FLOWS

FOR THE PERIOD ENDED JUNE 30, 2020

Particulars	Amount in Taka	
	2019-2020	2018-2019
A Cash Flow from Operating Activities:		
Surplus for the period	214,710,423	381,620,562
Add: Amount considered as non cash items:		
Loan Loss Provision Expenses	43,825,605	68,334,822
Depreciation for the year	5,864,471	6,083,696
Accounts Payable	17,359,694	11,127,348
Miscellaneous Income Adjusted	(106,882)	(225,664)
Interest Charge on Member's Savings	87,214,445	107,602,043
Interest Receivable on FDR	(25,199,000)	(7,066,000)
Office Rent Adjusted	3,799,000	3,920,200
Loss on Equipment	-	7,888
Interest on Employee Security	323,304	309,212
Sub-Total of non cash items:	133,080,637	190,093,545
Loan Disbursed to Beneficiaries	(6,927,657,000)	(7,809,199,000)
Loan realized from Beneficiaries	6,575,434,404	7,470,831,629
BiCycle loan disburse	(114,000)	(462,000)
BiCycle loan Recovery	301,250	418,794
Motor Cycle loan disburse	-	(1,193,500)
Motor Cycle loan Recovery	1,898,820	2,355,270
Employee security Deposit	1,410,000	1,450,000
Employee security refund	(445,000)	(536,525)
Staff Security Fund refund	(8,200)	(51,800)
Interest on Employee security	(93,492)	(119,152)
Interest on Staff security Fund	(1,824)	(22,150)
Donor Fund (Unspent)	1,109,391	349,611
Bank Interest received	112,805	-
FDR Interest Accrued	7,066,000	6,006,000
Building Work in Progress	(2,214,821)	(2,145,477)
Robbery Account	(63,290)	-
Unsattled Staff Advance	(91,877)	-
Advance Tax	(3,827,369)	(4,274,364)
Advance for Enrich-Operating costs	(2,603,158)	1,900,000
Advance Office Rent Recovery	451,737	466,300
Advance for Office Rent	(4,180,470)	(3,020,537)
Advance for operating Expenses	(25,152)	(108,083)
Advance for Vehicle	-	(2,132,392)
Accounts Payable	(12,688,440)	(5,056,476)
Matching Fund from MSS	58,000	-
Net cash used by operating activities	(18,380,625)	227,170,255

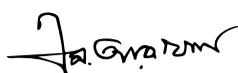
CONSOLIDATED STATEMENT OF CASH FLOWS

FOR THE PERIOD ENDED JUNE 30, 2020

Particulars	Amount in Taka	
	2019-2020	2018-2019
B. Cash flow from Investing Activities:		
Fixed Assets Purchased	(4,483,852)	(3,948,545)
Sale of of fixed assets	-	10,000
Investment in FDR	(519,407,642)	(300,917,831)
Investment Encashment	421,439,750	200,896,925
Net cash used by Investing activities	(102,451,744)	(103,959,450)
C. Cash flow from Financing Activities:		
Loan received from Borrowing	1,159,820,000	1,108,600,000
Repayment of Loan to Borrowing	(1,257,061,408)	(1,238,680,996)
Members Savings Deposits	2,048,676,196	2,222,987,653
Members Savings Refunded	(1,899,422,959)	(2,194,615,905)
Risk Management A/C Collection	50,237,789	55,476,252
Risk Management A/C Disbursement to Mem- bers	(21,901,216)	(41,430,625)
Net cash provided by financing activities	80,348,402	(87,663,621)
Net cash inflow increase/decrease (A+B+C)	(40,483,967)	35,547,184
Add: Cash and Bank Balance at the begining of the year	176,438,352	140,891,168
Cash and bank balance at the end of the year	135,954,384	176,438,352



Md. Abdul Halim
Deputy Director (F & A)



Munawar Reza Khan
Executive Director



Feroz M. Hassan
President

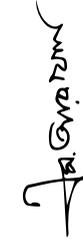


CONSOLIDATED STATEMENT OF CHANGES IN EQUITY

AS AT JUNE 30, 2020

Particulars	2019-2020					2018-2019				
	Grant Capital	Retained Earnings	Reserve Fund	Apodkalin Tohobil	Total	Grant Capital	Retained Earnings	Reserve Fund	Apodkalin Tohobil	Total
Balance as at 1st July, 2019	20,404,591	1,620,129,323	175,988,317	249,099	1,816,771,330	20,404,591	1,277,457,208	137,078,221	210,748	1,435,150,768
Add: Surplus during the Year		214,710,423			214,710,423		381,620,562			381,620,562
Surplus before transferred to Reserve fund		214,710,423			214,710,423		381,620,562			381,620,562
Less: Transferred to Statutory Reserve fund		(21,397,535)	21,397,535		(21,397,535)		(38,910,096)	38,910,096		(38,910,096)
Less: Transferred to Apodkalin Tohobil		(21,780)		21,780	(21,780)		(38,351)		38,351	(38,351)
Surplus after transferred to Statutory Reserve fund		193,291,108			193,291,108		342,672,115			342,672,115
Balance as at June 30, 2020	20,404,591	1,813,420,431	197,385,852	270,879	2,031,481,753	20,404,591	1,620,129,323	175,988,317	249,099	1,816,771,330


Feroz M. Hassan
President


Munawar Reza Khan
Executive Director




Md. Abdul Halim
Deputy Director (F & A)

Manabik Shahajya Sangstha (MSS), a leading national level non-governmental organization, was established by a group of students of Dhaka Residential Model School/College and later of the University of Dhaka in 1974 with the aim to provide succor to the underserved flood-stricken people. Thereafter, MSS started to empower the disadvantaged people by making resources available to them through microcredit, providing health and nutrition services, controlling preventable blindness; promoting food security, women and child rights, good governance, non-formal primary education, among others.

As of 30 June 2020, MSS disbursed cumulative loans worth Tk. 54.60 billion and so far, recovered Tk. 49.52 billion which is 99.44% of the loans disbursed among 1.36 million borrowers through 144 branches spread in 124 upazila in 17 districts. Over one and a half million MSS members saved Tk.15.82 billion. In addition, MSS spent Tk. 234.50 million to reach out to 0.13 million people with emergency relief and other social services including health, eyecare, nutrition, education and daycare services. MSS continues to grow and expand its programs.



For futuer information, please contact:

Manabik Shahajya Sangstha (MSS)

29, SEL Centre, West Panthapath (3rd Floor), Dhaka – 1205

Phone: 88-02-48116305, 48117048, 48113165,48120207

Email: manabik@bangla.net.bd, Web: www.mssbd.org