

IMPORTANT COVID19- UPDATES- OPERATIONS

The Agency has been closely monitoring the COVID-19 pandemic through updates from the Ministry of Health & Wellness (MHW) and the World Health Organisation (WHO) and has put into place measures to protect its employees, clientele and other direct and indirect stakeholders.

Decongestion of Staff Across Agency

The Executive Management Committee has taken an informed decision to temporarily scale down the number of employees in every department/branch as of 24th March 2020 for an initial period of two (2) weeks, after which the situation shall be reviewed. Out of a total of 299 employees, the Agency has placed 42% of all employees across the entire Agency on two (2) weeks home-stay to create a physical decongested environment.

Furthermore, there has been an immediate suspension of international travel as per the restriction put forward by the Government of Botswana. Non-essential local travel shall also be suspended for all employees.

The Agency will continue to operate with the remaining number of employees across all departments/branches with the Crisis Management Committee continuing to monitor the situation.

Project Monitoring & Site Visits

The Agency has halted all physical monitoring of current portfolio and will resort to other means of communication with clients being telephone, email and video conferencing where possible. Furthermore, all site visits, which form part of the proposal appraisal process, shall also be put on hold until further notice.

Change to Branch Operations Effective Monday 30th March 2020

In order to protect our customers and employees, the Agency will be implementing telephonic enquiry services to reduce the traffic across all branches. Below is a table indicating the numbers to call, text and Whatsapp for assistance from the respective branch and they will call you back to assist.

BRANCH LOCATION	CONTACT NUMBER TO TEXT	LANDLINE
Gaborone Branch	+267 77597028	+267 3170895
Molepolole Branch	+267 77930841	+267 5920000
Kanye Branch	+267 74853512	+267 5440324
Hukuntsi Branch	+267 72922802	+267 6510170
Ghanzi Branch	+267 77504736	+267 6597331
Maun Branch	+267 76342365	+267 6854169
Kasane Branch	+267 72601278	+267 6250183
Letlhakane Branch	+267 74377819	+267 2976254
Francistown Branch	+267 72986216	+267 2412775
Selebi Phikwe branch	+267 72688229	+267 2622377
Palapye Branch	+267 75291587	+267 4920279

If you may need to meet with a CEDA employee in person, simply call your local branch and we will arrange a time that is convenient for you to come by. You can find your nearest CEDA branch here:

<http://www.ceda.co.bw/branch-network>

In addition, If you would like to make any client or supplier related enquiry, kindly forward it to feedback@ceda.co.bw

Walk-in Clients

We would also wish to inform all Batswana who visit our offices abide by the strict precautionary measure put in place of using the hand sanitisers provided and to abide by the social distancing parameters set out in our reception areas, as well as Customer Advisory areas. Any individual who refuses to abide by the precautionary measures set out by the Agency shall be asked to vacate the premises immediately.

Mabogo-Dinku Group Meetings

The agency has taken a decision to suspend all group meetings and trainings for Mabogo-Dinku clients. All meetings will be held with the Chairpersons of the groups ONLY instead of the entire group, unless if a group member is approaching the Agency on an individual member issue.

Electronic Banking Services

The Agency would like to encourage all CEDA clients to make payments electronically as opposed to over-the-counter. Please note that we will still accept over-the-counter payments across all branches.

Below are the Agency's banking details that should be used for electronic banking:

ABSA BANK BOTSWANA	FIRST NATIONAL BANK
Account Name: CEDA	Account Name: CEDA
Branch Name: Govt Enclave	Bank Key: 281467
Branch Code: 002	Account no: 622 401349 74
Bank Key: 290267	Reference: client's CEDA contract number
Account No: 3052660	Code for forex: 21890
Reference: client's CEDA contract number	

STANBIC BANK	STANDARD CHARTERED BANK
Account Name: CEDA	Account Name: CEDA
Branch Name: Fairgrounds	Branch Name: Standard House
Bank Key: 064967	Bank Key: 662267
Account No: 906 000 132 1302	Account No: 0100 1580 58800
Reference: client's CEDA contract number	Reference: client's CEDA contract number

NB: The Contract Number is the 8-digit numerical loan contract number and business partner name (as indicated on the statement). **PLEASE BE CAREFUL OF FRAUDSTERS- DO NOT USE ANY OTHER BANKING DETAILS EXCEPT THE ONES INDICATED ABOVE.**

We will continue to provide updates on any changes the Agency makes with regards to daily operations. To this end, we would like to encourage the nation at large to stand united and remain calm during this trying period. For any further information kindly contact:

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