

Spandana Sphoorty Financial Ltd.
Internal Audit Department



Fraud Investigation Report

Branch Details:

Branch Code	Branch Name	Cluster	Area	Region	State	Zone
JH3100	Dumri	Bagodar	Giridih	Deoghar	Jharkhand	East
Branch Manager Name/ID	Branch Quality Manager Name/ID	Cluster Manager Name/ID	AVP Name/ID	VP Name/ID	SVP Name/ID	CBO Name/ID
Rabindra Kumar Das/SF0035002	Shubham Kumar/SF0095996	Achchhe Lal/SF0090835	Sonu Kumar Gupta/SF0027408	Rajib Bhadra/SF0082840	Rohan Mukherjee/SF0074701	Shriraj Vedsen/SF0071741
Date of Information Received (DD/MMM/YY)		02-May-2025	Date of event/transactions occurred (From - To) (DD/MMM/YY)		15-Mar-2024	04-Aug-2024

Type of Incident (Fraud/Robbery/Theft)	Fraud
Internal or External	Internal
No. of staff/persons involved: Fraud/Robbery/Theft	01
Total Amount Involved (Rs.)	1,11,500/-

Describe how the incident has been exposed/identified:

On 02nd May'25, Borrower came to branch office and complained to Cluster manager Achchhe Lal/SF0090835 that earlier Customer Retention Associate- Bablu Kumar Singh/SF0078780 had collected the Installment amount Rs. 6,250/- from 02 borrowers Afsana Khatoon (353704679) [Rs. 2780] and Sajida Parvin (355470678) [Rs. 3470] on 04th Apr-2025 but not accounted in FIMO. On 02-May-2025. Cluster manager Achchhe Lal/SF0090835 informed the complaint team and registered a complaint against the Customer Retention Associate- Bablu Kumar Singh/SF0078780.

On 03-May-2025, complaint team registered a complaint against the alleged staff vide complaint nos. FN25-26-00473.

Further, we have verified the same in the field and observed collected installments and preclose amount collected from other borrowers but not input in FIMO.

Brief Details of the incident:

Field Observation

During the field visit, we observed the following embezzlement. Staff details as hereunder: -

- Customer Retention Associate- Bablu Kumar Singh/SF0078780 had embezzled 03 Borrower's Loan Pre-close Rs. 98,000, and 04 Borrower's Loan Instalment Rs.13,500/- not updated in FIMO.

We have collected evidence from all 07 borrowers i.e. Loan cards, Digital receipt and Borrower Written Statements, and a total affected amount of Rs. 1,11,500/-.

Modus operandi

Staff collected the amount from borrowers but did not input it in FIMO from 15-Mar-2024 to 04-Aug-2024. The Branch Manager did not follow the day-wise collection and input process.

Fraud Amount –

A total Fraud of Rs. 1,11,500/- was identified during the investigation and observed that only Rs. 21,280 accounted in FIMO as EMI.

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Staff fraudulent transaction details as mentioned below.

Fraudulent Staff Name (As per HR Records)	Fraudulent Staff Emp ID	Collection Amount	Pre-Closure Amount	Total Fraud Amount (Formula)	Recovery Amount (If Any)	Net Fraud Amount (Formula)
Bablu Kumar Singh	SF0078780	13500.00	98000.00	111500.00	21280.00	90220.00

Staff Status –

- Loan Officer Bablu Kumar Singh /SF0078780 Suspended on 05-May-2025 as per HR record.

Details of Process & Policy Lapses:

- Instalment had been collected but not inputted in FIMO.
- Monitoring process failure.
- Pre-closure policy lapsed
- Supervisory Monitoring Failure

Details of the Enclosed Annexures, Documents & Statements from staff/customers if any:

- Fraud Investigation Report
- Borrowers Loan Card
- Borrowers Loan Sub Ledger
- Digital Receipts
- Borrower Written Statements

Sl. NO.	Check list	Particulars
1	Who exposed the event: Name/ID/Designation/Department/Centre to be mentioned	Achchhe Lal / SF0090835 / Cluster Manager / Business Team
2	Date of event exposed	02-May-2025
3	Name/ID/Designation of the Fraudulent Staff	Bablu Kumar Singh / SF0078780 / Customer Retention Associate
4	Whether it is in the notice of BM/BQM/CM/AVP/VP/SVP & HR (Yes/No)	NA
5	If yes, mention the Action initiated by BM/BQM/CM/AVP/VP/SVP	NA
6	No. of thefts/robberies happened in this branch for the past 12 months (excluding this)	0
7	No. of staff frauds happened in this branch for the past 12 months (excluding this)	07
8	Is there any disciplinary action taken by HR in his/her past tenure.	NA

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9	Whether internal audit was conducted at the branch during occurrence of the fraud (Yes/No/NA)	YES
10	If yes, whether an internal audit has detected the fraud (Yes/No/NA)	Sample not covered
11	If No, why was fraud not detected/informed during such audit.	NA
12	Is there any investigation conducted & reported after detection by other departments (Yes/No/NA)	NO
13	If yes, mention the departments who conducted and reported.	NA

Details of involved staff

Sr. No.	Staff Name	Employee ID	Designation	DOJ in SSFL (DD/MMM/YY)	DOJ in Branch (DD/MMM/YY)
1	Bablu Kumar Singh	SF0078780	Customer Retention Associate	01-11-2023	01-11-2023

Note: The information and observations given in the report are based on records and documents produced before us for verification. We have relied on certain explanations and representations provided by the SSFL staff & customers wherever applicable.

Report prepared by : Internal Audit.

Date : 26-May-2025