
Re: Unauthorized EWI Entry Without Collection Perundurai(TN3773) Branch

From Nikhil K Madan <nikhil.madan@spandanasphoorty.com>

Date Wed 2026-05-20 19:38

To Shivaraj MH <shivaraj.mh@spandanasphoorty.com>

 2 attachments (21 MB)

AH Call Record..mp4; AH Mr. Venkatesh-SF0100014 instruction call video proof.mp4;

Dear Sir,

In the First Video Titel "AH Mr. Venkatesh-SF0100014 instruction call video proof" Translation:-

The staff informed Area Head (AH) Venkatesh that 7 customers (2 accounts under Raja and 5 accounts under the video recorder) were not available at home. At that time, the AH asked if the "members had passed away"! He stated that if they were deceased, they should be asked to submit a death certificate. The staff replied that the members were not dead but were at a temple and would not return until tonight. The AH then stated that they had until 10:00 PM to deposit the funds. Therefore, he instructed the staff to update the system entry, take a screenshot, and avoid completing the authentication. He explained that if the authentication was completed, they would have to show the collected amount; hence, they should only update the entry and not complete the authentication.

The audio translation (AH Call Record):-

Starting AH told the staff, "You do not have the courage to collect the amount." The staff informed him that the customer was not available. However, AH stated that he had already received two calls from RH/AVP and offered to connect RH/AVP on the line, warning the staff that RH/AVP would insult them and demand an entry update. The staff noted that this had already been explained. AH dismissed this, telling the staff to end the call, follow up with the member, and collect the money. The staff mentioned that a two-week amount had already been paid (likely out of their own pocket). AH acknowledged this, stating he knew that even 4-week and 7-week amounts had been paid, but explained that RH/AVP was not giving them any leeway. AH again offered to connect RH/AVP, repeating that RH/AVP would likely insult the staff before they finally updated the entry. AH added that the staff could do as they wished, as it was not his problem; he reported the same issue daily with no progress. He noted that the staff (the complainant) was already aware of the issue, should take action, and did not need to be taught daily. He stated that 1 or 2 accounts always face issues, so adjustments must be made. The complainant replied that while adjusting for 1 or 2 weeks is acceptable, doing so every week is impossible. AH offered to connect RH/AVP, to which the staff agreed, adding that they had been reporting this issue since the previous week. AH responded that despite this reporting, his previous instruction was to update the entry on Friday, promising to provide 2 accounts and 2 loans to cover any pending amounts without issue. However, because the staff failed to update the entry, RH/AVP shouted at them, leading to a subsequent update where RH/AVP provided funds to close the amount. AH noted that no loans had been updated in the last two days, leaving two pending items today, which would surely result in further insults from RH/AVP. He remarked that the staff had been insulted so many times that they now treated insults like a "Sacred Chant," failing to update entries unless insulted. AH warned that if the entry was not updated, RH/AVP would audit the branch's expense entries for the last six months—covering both

the current and previous branches—and cut all expenses. He questioned which branches had sweepers and which claimed sweeper expenses, implying they were intentionally ignoring that matter. Therefore, he instructed the staff to update the entry first and then follow up with the customer for collection. The Branch Manager (BM) attempted to call the customer, but the call went unanswered. AH noted that the customer would not answer their calls, so they must investigate and find her. He stated that if the money belonged to them personally, they would not delay. Since the customer was not answering, they had to locate her to collect the funds. He instructed them to file one entry on any Friday and find the customer by any means, noting that every branch faces the same issue, with staff managing 10 to 12 such accounts. He reiterated that since 1 or 2 accounts always have these issues, they must be managed. He questioned why the staff waited to get scolded by RH/AVP before updating the entry, suggesting they update it before RH/AVP calls and then pursue the customer. He complained about having to call four times a day, followed by RH/AVP scolding the staff, before the entry is updated, leading to additional calls for End of Day (EOD) updates. He stated there was no option to skip the entry update, as no branch is left without doing so. He cited the Pollachi branch as an example where an account issue was managed, updated, and resolved. He instructed them to update the entry and, if the workload is light tomorrow, visit the member wherever she may be. The BM noted a heavy collection schedule for tomorrow, to which AH responded that they should complete the collection and check the area on Friday to locate the member. He suggested using two days to search for her, tracking where she stays, noting she likely travels only to Erode or Tiruppur for work, or might be at a relative's or friend's home. He estimated it would take 1 to 2 weeks to find her. AH mentioned that a customer whose entry was updated 6–7 weeks ago had only just paid, adding that he had personally paid Rs.1,000 for an entry to manage the problem. He stated he could not repeatedly report account issues. The BM stated he could only update one account, but AH countered, instructing him to make entries for two accounts and review them at the month-end to avoid continuous pressure. AH concluded that he would inform RH/AVP that they managed the issue this week, but it would not work from next week onwards as they would not get money from that member. Therefore, he ordered them to make the entry this week, close it, search for her on Friday or Saturday, and inform RH/AVP if it still fails. He instructed them to complete the entry, close it, and send a confirmation message in the group.

Final Not: AH is directing staff to pass the entries without collection with RH knowledge and Permission.

Nikhil K Madan

Assistant Manager | Human Resource

M:9037374592

Spandana Sphoorty Financial Limited

(Mention your Base location address here)



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From: Shivaraj MH <shivaraj.mh@spandanasphoorty.com>

Sent: 15 May 2026 16:18

To: Nikhil K Madan <nikhil.madan@spandanasphoorty.com>

Subject: FW: Unauthorized EWI Entry Without Collection Perundurai(TN3773) Branch

Hi Nikhil,

Pls. translate this audio in brief.

Regards,
Shivaraj M H

From: Jasthi Venkata Rama Krishna Chowdary <ramakrishna.jasthi@spandanasphoorty.com>
Sent: 22 April 2026 04:44 PM
To: Shivaraj MH <shivaraj.mh@spandanasphoorty.com>
Cc: Ramesh Allaparthi <ramesh.allaparthi@spandanasphoorty.com>; Bosco Jose <bosco.jose@spandanasphoorty.com>; Sunand Sahu <sunand.sahu@spandanasphoorty.com>; Nikhil K Madan <nikhil.madan@spandanasphoorty.com>
Subject: FW: Unauthorized EWI Entry Without Collection Perundurai(TN3773) Branch

Hi Shiva,

Request you to validate the audio, where RH is directing staff to pass the entries without collection.

Accordingly, will initiate the action.

Thanks and Regards,

Rama Krishna Jasthi

Senior Manager | Human Resources

M:9177022280

Spandana Sphoorty Financial Limited

Galaxy Wing B, 16th Floor, Opp IKEA, Hyderabad - 500081



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From: Bosco Jose <bosco.jose@spandanasphoorty.com>
Sent: Tuesday, April 21, 2026 5:55 PM
To: Jasthi Venkata Rama Krishna Chowdary <ramakrishna.jasthi@spandanasphoorty.com>
Cc: Deepak Kothawade <deepak.kothawade@spandanasphoorty.com>; Ramesh Allaparthi <ramesh.allaparthi@spandanasphoorty.com>; Sunand Sahu <sunand.sahu@spandanasphoorty.com>
Subject: Unauthorized EWI Entry Without Collection Perundurai(TN3773) Branch

Dear Sir,

This is to inform you that during the audit conducted at TN Perundurai Branch (TN3773), the Audit Executive Mr. Shajid M S (SF0064004) observed a serious process deviation related to unauthorized EWI entries without actual cash collection.

It was found that the Area Head- Operations Venkatesh B (SF0100014) instructed the Branch Manager Mr. Periyasamy S (SF0096798) to enter EWI amounts in the system without collecting the corresponding amount from the borrower.

As part of evidence, the call conversation between Mr. Periyasamy S and Venkatesh B has been attached, wherein the said instruction is clearly communicated.

This practice is a serious violation of company policies, as EWI entries must strictly be made only after actual collection from the borrower. Such actions expose the organization to financial, operational, and compliance risks and undermine the integrity of branch operations.

Kindly take this matter on priority and initiate appropriate disciplinary and corrective action as deemed fit.

Supporting document attached:

- Call conversation recording between BM and AH.

Thanks & Regards

Bosco Jose

State Head- Audit I Internal Audit I KLTN I Spandana Sphoorty Financial Ltd

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