

Spandana Sphoorty Financial Ltd.
Internal Audit Department



Fraud Investigation Report

Branch Details:

Branch Code	Branch Name	Cluster	Area	Region	State	Zone
OR2857	Jaleswar	Jaleswar	Baleswar	Bhadrak	Odisha	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
Basudev Barik/SF0048008	Swabhiman parida/SF0064903	Srikanta Rout/SF0082387	Bikash Kumar Maharana/SF0094106	Alok Kumar Maharan/SF0083414	Sanjaya Kumar Sahoo/SF0070624	Shriraj Vedsen/SF0071741
Date of Information Received (DD/MMM/YY)		27/06/2025	Date of event/transactions occurred (From-To) (DD/MMM/YY)		03/07/2025	12/07/2025

Type of Incident (Fraud/Robbery/Theft)	Staff Fraud
Internal or External	Internal
No. of staff/persons involved: Fraud/Robbery/Theft	1
Total Amount Involved (Rs.)	4270/-

Describe how the incident has been exposed/identified:

During Field visit at Jaleswar (OR2857) by CM Srikanta Rout/SF0082387 visited Center GARADPUR 592550 and observed that **CRA** Goutam Mishra/SF0063333 had collected EMI from borrower LASKMI GHORAI **Rs.4270/-** but that amount not inputted in FIMO. The borrower provided Loan card as evidence. As per the above collection misappropriation, the complaint was lodged on 27th Jun 2025, vide complaint Number **FN25-26-01147**.

Now Customer Retention Associate Goutam Mishra/SF0063333 is Absconding as per HR records.

Post completion of the investigation, we identified **Rs. 24670/-** amount of cash misappropriation on 3 no's of borrowers against Customer Retention Associate Goutam Mishra/SF0063333.

Brief Details of the incident:

Investigation Approach:

The Audit team visited all Borrowers, those handled by Goutam Mishra, to check the availability of the borrower, and the amount collected was not accounted for.

Modus Operandi:

Customer Retention Associate Goutam Mishra, employee ID SF0063333, made a cash misappropriation with an amount of **Rs-24670/-** for 3 borrowers.

- The internal audit team investigated by visited all 224 borrowers handed by LO.
- Post Verification, it was observed that a total of 224 no's Borrowers visited, out of that 67 nos of borrowers were present & 157 no's borrowers were "Not available at home" at the time of verification. Observed fraud for 3nos borrowers of **Rs 24670/-**, Rs-5774/-

Categories of Fraud Details: -

Sl. No	Type of Fraud	Affected Borrowers	Fraud Amount	Recovery Amount	Net Fraud Amount
1	Collection	3	24670	0	24670
	Total	3	24670	0	24670

Details of Process & Policy Lapses:

- 1- Monitoring failure.
- 2- Violation of collection process.
- 3- Proper follow up not done for standard pending customer.

Spandana Sphoorty Financial Ltd.
Internal Audit Department



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

1. Borrower Sub-ledger.
2. Loan Card
3. Borrower written statement

Sl. NO.	Checklist	Particulars
1	Who exposed the event: Name/ID/Designation/Department/Centre to be mentioned	Srikanta Rout/ SF0082387/CM/Business/ GARADPUR 592550
2	Date of event exposed	27 th Jun 2025
3	Name/ID/Designation of the Fraudulent Staff	Goutam Mishra/SF0063333/Loan Officer
4	Whether it is in the notice of BM/BQM/CM/AVP/VP/SVP & HR (Yes/No)	Yes
5	If yes, mention the Action initiated by BM/BQM/CM/AVP/VP/SVP	CM
6	No. of thefts/robberies happened in this branch for the past 12 months (excluding this)	NO
7	No. of staff frauds happened in this branch for the past 12 months (excluding this)	No
8	Is there any disciplinary action taken by HR in his/her past tenure?	NA
9	Whether an internal audit was conducted at the branch during the occurrence of the fraud (Yes/No/NA)	No
10	If yes, whether internal audit has detected the fraud (Yes/No/NA)	NA
11	If No, why the fraud was not detected/informed during such an audit?	NA
12	Is there any investigation conducted & reported after detection by other departments (Yes/No/NA)	Yes
13	If yes, mention the departments that conducted and reported.	Internal Audit

Details of involved staff						
Sr. No.	Staff Name	Employee ID	Designation	DOJ in SSFL (DD/MMM/YY)	DOJ in Branch (DD/MMM/YY)	DOJ in Exit (DD/MMM/YY)
1	Goutam Mishra	SF0063333	Customer Retention Associate	31/12/21	31/12/21	01/07/25

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 Team.

Date : 14th Jul 2025