

Spandana Sphoorty Financial Ltd.
Internal Audit Department



Fraud Investigation Report

Branch Details:

Branch Code	Branch Name	Cluster	Area	Region	State	Zone
ORGL0686	Anandpur	Anandpur	Jajpur Road	Cuttack	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
Ajay Kumar Patra/SF0094577	Hemanta Kumar Behera/SF0094133	Satyaranjan Mohanty/SF0001625	Sibabrata Sahoo/SF0073509	Gobind Prasad Mohanty/SF0009889	Sanjaya Kumar Sahoo/SF0070624	Shriraj Vedsen/SF0071741
Date of Information Received (DD/MMM/YY)		21/07/2025	Date of event/transactions occurred (From-To) (DD/MMM/YY)		21/07/2025	22/07/2025

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.)	12,826/-

Describe how the incident has been exposed/identified:

A borrower Sasmita Jena/351501746 complaint to CSS for her pre-close not done and as per CSS, we have visit Anandpur/ORGL0686 & verified borrower Sasmita Jena/351501746 of Center **5012 C1** and observed that Lo Chandra Narayan Rout/SF0056575 had collected pre-close amount **Rs.12826/-** but not pre-closed. He posted only 3 EMI on Dt: 09-12-2024 Rs-2250/-, on Dt: 02-01-2025 Rs-2250/-, and on Dt: 02-02-2025 Rs 2250/-, and Rest amount Rs.6076/- not inputted in FIMO. The borrower provided Phone Pay as evidence. As per the above pre-close misappropriation, the complaint was lodged on 22nd July 2025, vide complaint Number **F25-26-01463**.

Now Chandra Narayan Rout/SF0056575 is Terminated as per HR records.

Post completion of the investigation, we identified **Rs. 12,826/-** amount of cash misappropriation on 1nos of borrowers against LO Chandra Narayan Rout/SF0056575.

Brief Details of the incident:

Investigation Approach:

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

Modus Operandi:

Loan Officer Chandra Narayan Rout employee ID SF0056575, made a cash misappropriation with an amount of **Rs-12,826/-** for 1 borrower.

- The internal audit team investigated by visited all 41 borrowers handed by LO.
- Post Verification, it was observed that a total of 41 no's Borrowers visited, out of that 4nos of borrowers were present & 37 no's borrowers were "Not available at home" at the time of verification. Observed fraud for 1nos borrowers of **Rs 12826/-**. **Rs-6750/-** Recovered and Accounted in FIMO. So Net Fraud Amount **Rs-6076/-**.

Categories of Fraud Details: -

Sl. No	Type of Fraud	Affected Borrowers	Fraud Amount	Recovery Amount	Net Fraud Amount
1	Pre-Close misappropriation	1	12826	6750	6076
2					
Total		1	12826	6750	6076

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Details of Process & Policy Lapses:

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

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

1. Borrower Sub-ledger.
2. Digital Payment
3. Loan Card

Sl. NO.	Checklist	Particulars
1	Who exposed the event: Name/ID/Designation/Department/Centre to be mentioned	CSS/5012C1
2	Date of event exposed	21 st Jul 2025
3	Name/ID/Designation of the Fraudulent Staff	Chandra Narayan Rout/SF0056575/Loan Officer
4	Whether it is in the notice of BM/BQM/CM/AVP/VP/SVP & HR (Yes/No)	NO
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)	NO
7	No. of staff frauds happened in this branch for the past 12 months (excluding this)	Yes
8	Is there any disciplinary action taken by HR in his/her past tenure?	Yes
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	Chandra Narayan Rout	SF0056575	Loan Officer	26-03-2021	26-03-2021	03-05-2025

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 : 23rd Jul 2025