

Spandana Sphoorty Financial Ltd.
Internal Audit Department



Fraud Investigation Report

Branch Details:

Branch Code	Branch Name	Cluster	Area	Region	State	Zone
JH2921	Tandwa	Hazaribagh	Ramgarh	Ranchi	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
Birendra Kumar Paswan/SF0040534	Dayanidhi Kumar Choubey/SF0063537	Abhishek Sharma/SF0043533	Chittaranjan Rout/SF0010016	Sanket Kumar/SF0078800	Rohan Mukherjee/SF0074701	Shriraj Vedsen/SF0071741
Date of Information Received (DD/MMM/YY)		22-Jul-2025	Date of event/transactions occurred (From - To) (DD/MMM/YY)		15-May-2024	19-May-2025

Type of Incident (Fraud/Robbery/Theft)	Fraud
Internal or External	Internal
No. of staff/persons involved: Fraud/Robbery/Theft	01
Total Amount Involved (Rs.)	3,60,325/-

Describe how the incident has been exposed/identified:

Chandan Soni's handling of preclose collections came under scrutiny during a center visit on July 22nd, 2025, by cluster manager Abhishek Sharma (SF0043533). It was identified that reclosure amounts totaling Rs. 1,41,262/- were collected from four (04) borrowers—Kabutari Devi (356755749), Rinki Devi (354156803), Chanchla Devi (355046303), and Asha Devi (356752868)—on various dates (19-May-2025, 10-Aug-2024, and 15-May-2024), yet these amounts remain unaccounted in FIMO.

Given the severity of this lapse, Abhishek Sharma immediately informed the complaint team and formally registered a complaint against Chandan Soni (SF0071512) on the same day.

On 23-Jul-2025, complaint team registered a complaint against the alleged staff vide complaint nos. FN25-26-01478.

Brief Details of the incident:

Field Observation

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

- Loan Officer Chandan Soni/SF0071512 had embezzled 11 Borrower's Loan Pre-close amount of Rs. 3,08,495, 02 Borrower loan advance collection Rs. 49,580/-, and 01 Borrower's Loan Instalment Rs. 2,250/- and not updated in FIMO.

Fraudulent Staff Name	Fraudulent Staff Emp ID	Collection Amount	Advance Amount	Pre-Closure Amount	Total Fraud Amount	Recovery Amount	Net Fraud Amount
Chandan Soni	SF0071512	2250.00	49580.00	308495.00	360325.00	167360.00	192965.00

We have collected evidence from all 14 borrowers i.e. Loan cards, Cash Receipt and Digital receipt against the fraudulent amount of Rs. 3,60,325/-.

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Modus operandi

Staff collected the amount from borrowers but did not input it in FIMO from 15-May-2024 to 19-May-2025. The supervisory level did not follow the day-wise collection and input process.

Fraud Amount –

A total Fraud of Rs. 3,60,325/- was identified during the investigation. We have collected all the relevant evidence from the borrower and field.

Staff Status –

- Loan Officer Chandan Soni/SF0071512 suspended on 30-May-2025 as per HR record.

Details of Process & Policy Lapses:

- Instalment had been collected but not input 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 Copy
- Cash Receipt Copy

Sl. NO.	Check list	Particulars
1	Who exposed the event: Name/ID/Designation/Department/Centre to be mentioned	Cluster Manager/Abhishek Sharma / SF0043533 / Business Team
2	Date of event exposed	22-Jul-2025
3	Name/ID/Designation of the Fraudulent Staff	Chandan Soni / SF0071512 / 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	Cluster Manager
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)	03
8	Is there any disciplinary action taken by HR in his/her past tenure.	Terminate against complaint ID FN25-26-00847

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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)	NO
11	If No, why was fraud not detected/informed during such audit.	Sample not covered
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	Chandan Soni	SF0071512	Loan Officer	27-02-2023	28-02-2023

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 : 08-Aug-2025