

Spandana Sphoorty Financial Ltd.
Internal Audit Department



Fraud Investigation Report

Branch Details:

Branch Code	Branch Name	Cluster	Area	Region	State	Zone
MPGL0536	Indore-3	Indore-3	Khandwa	Indore	Madhya Pradesh	West
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
Ravi Chouhan/SF0056501	Sandeep Verma/SF0053848	Devendra Singh Sendhav/SF0045415	Jitendra Vishvakarma/SF0010433	Zahid Ali/SF0022634	Manish Kumar Paroha/SF0077370	Umesh Kumar/SF0088299
Date of Information Received (DD/MMM/YY)		2-Aug-2025	Date of event/transactions occurred (From - To) (DD/MMM/YY)		07-Aug-2024	09-Jun-2025

Type of Incident (Fraud/Robbery/Theft)	Fraud
Internal or External	Internal
No. of staff/persons involved: Fraud/Robbery/Theft	1
Total Amount Involved (Rs.)	1,28,081/-

Describe how the incident has been exposed/identified:

- The IA Team has identified that Loan Officer Sarvan Malviya/SF0055810 has done Pre-closure & collection Misappropriation by collecting Amount & EMIs from the borrowers & without updating the same to their accounts, have embezzled the same. Basis complaint was registered on their names vide no's: FN25-26-01639.

Brief Details of the incident:

Investigation Approach:

- The audit team visited the total of 522 borrowers handled by Loan Officer Sarvan Malviya/SF0055810 based on the lodged complaint.

Modus Operandi:

- Investigation was conducted by Internal audit team from 04-Aug-25 to 14-Aug-25 covering the total 522 borrowers which were handled by the Loan Officer Sarvan Malviya/SF0055810 has committed fraud by collected EMIs and not updated to concerned borrower accounts & embezzled the same.

Post verification, it was found that out of total 522 borrowers the staff collected EMI and pre-closure amount from 08 borrowers but did not update the same in the respective borrower accounts.

Spandana Sphoorty Financial Ltd.
Internal Audit Department



Borrower wise details and summary are mentioned below:

Loan Officer Sarvan Malviya/SF0055810 was found involved in collection & Pre-closure misappropriation (Collected EMIs but not posted to concerned borrower accounts) on the names of 08 borrowers amounting to Rs. 1,28,081/- based on the evidence available.

Sr. No.	Customer ID	Borrower Name	Type of Amount Collected	Amount Collected	Amount Recovered & Accounted in FIMO	Amount Recovered But "Not" Accounted in FIMO	Difference Amount
			(Drop Down)	(Gross Fraud)			(Net Fraud)
							(Formula)
1	SSF2888861	MRS RANI	Pre-Closure Amount Misappropriated	32400	23520	0	8880
2	SSF2841150	SAYRAKANKAR	Collection Amount Misappropriated	11120	0	0	11120
3	SSF3406399	SALAMA	Collection Amount Misappropriated	6940	0	0	6940
4	SSF3406147	RUBINA BI	Collection Amount Misappropriated	3460	0	0	3460
5	SSF3226177	BASNTI BAI	Collection Amount Misappropriated	4500	0	0	4500
6	SID2125325806	MANGLA	Collection Amount Misappropriated	8600	4300	0	4300
7	SSF4335412	ISHARAT	Advance Collection Amount Misappropriated	24983	20160	0	4823
8	SSF2823431	AFSANA BI	Pre-Closure Amount Misappropriated	36078	18700	0	17378
			Total	1,28,081.00	66,680.00	0	61,401.00

Spandana Sphoorty Financial Ltd.
Internal Audit Department



Details of Process & Policy Lapses:

- (1) Collection tracking failure by BM and CM.
- (2) Monitoring failure by AVP, VP and SVP.
- (3) Not followed the pre-closure process as in most of the cases the pre-closure amount was collected but not posted the same in FIMO.
- (4) Not followed the JLG methodology as the loan officer collected the EMI from the individual clients instead of from all group borrowers at the place of center meeting on the basis of group guarantee and for the same proper monitoring was not conducted by the higher authority.

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

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

- (1) Fraud Investigation Report.
- (2) Borrower Loan Card and Sub Ledger.
- (3) Borrower Written Statement.

Sl. NO.	Check list	Particulars
1	Who exposed the event: Name/ID/Designation/Department/Centre to be mentioned	Aditya Thakur/SF0063376/IA
2	Date of event exposed	02-Aug-2025
3	Name/ID/Designation of the Fraudulent Staff	Sarvan Malviya/ SF0055810 /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	Raised the complaint to complaints team.
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)	01 – Manjit Singh Parmar 02 – Vikash Nagar
8	Is there any disciplinary action taken by HR in his/her past tenure.	No
9	Whether internal audit was conducted at the branch during occurrence of the fraud (Yes/No/NA)	No
10	If yes, whether internal audit has detected the fraud (Yes/No/NA)	Yes
11	If No, why the fraud was not detected/informed during such audit.	NA
12	Is there any investigation conducted & reported after detection by other departments (Yes/No/NA)	Yes
13	If yes, mention the departments who conducted and reported.	Internal Audit

Spandana Sphoorty Financial Ltd.
Internal Audit Department



Details of involved staff

Sr. No.	Staff Name	Employee ID	Designation	DOJ in SSFL (DD/MMM/YY)	DOJ in Branch (DD/MMM/YY)
1	Sarvan Malviya	SF0055810	Loan Officer	22-Feb-21	22-Feb-21

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: 19-Aug-2025