

**Spandana Sphoorty Financial Ltd.**  
**Internal Audit Department**



**Fraud Investigation Report**

**Branch Details:**

Branch Code	Branch Name	Cluster	Area	Region	State	Zone
WB3033	Chandipur	Chandipur	Chandipur	West Bengal	West Bengal	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
Sumangal Roy/SF0079573	Ashiskumar Ojha/SF0062929	Sourav Jana/SF0036774	Kartick De/SF0061410	Dipankar Ghosh/SF0072681	Rohan Mukherjee/SF0074701	Shriraj Vedsen/SF0071741
Date of Information Received (DD/MMM/YY)		9-Oct-25	Date of event/transactions occurred (From - To) (DD/MMM/YY)		10-Jan-25	26-Sep-25

<b>Type of Incident (Fraud/Robbery/Theft)</b>	<b>Fraud</b>
<b>Internal or External</b>	<b>Internal</b>
<b>No. of staff/persons involved: Fraud/Robbery/Theft</b>	<b>01</b>
<b>Total Amount Involved (Rs.)</b>	<b>1,39,887/-</b>

**Describe how the incident has been exposed/identified:**

During the field visit on 09-Oct-2025 cluster manager Sourav Jana/SF0036774 visited the center and identified that loan officer Rupam Kumar Biswas/SF0092868 had collected one (01) EMI amount of Rs.3390/-from borrower ROJINA KHATUN (354193230) on 06-09-25 but not accounted in FIMO.

On 9-Oct-25, cluster manager Sourav Jana/SF0036774 informed the complaint team for registered a complaint against the loan officer Rupam Kumar Biswas/ SF0092868

And on 10-Oct-25 complaint team registered a complaint vide complaint number F25-26-02504 against the alleged staff.

**Brief Details of the incident:**

**Field Observation**

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

- Loan officer Rupam Kumar Biswas/SF0092868 embezzled Rs. 1,39,887/- from 11 borrowers' Collection, Pre-closed & advance EMI but had not accounted in FIMO.

**Modus operandi**

Staff conducted the center and collected the amount from borrowers but did not input it in FIMO from 10-Jan-2025 to 26-Sep-2025. Loan officer did not follow the day-wise collection and input process.

**Fraud Amount –**

A total Fraud of Rs. 1,39,887/- was identified during the investigation. Out of that Rs. 52,140/- input in FIMO as regular basis and now a total of Rs. 87,747/- are yet to be recovered from the alleged staff.

**Staff Status –**

- Loan officer Rupam Kumar Biswas/SF0092868 is absconding from 27-Sep-25 as per HR record.

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Staff fraudulent transaction details as mentioned below.

Fraudulent Staff Name (As per HR Records)	Fraudulent Staff Emp ID	Collection Amount	Pre-Closure Amount	Total Fraud Amount (Formula)	Recovery Amount (If Any)	Net Fraud Amount (Formula)
Rupam Kumar Biswas	SF0092868	35990.00	103897.00	1,3,887.00	52140.00	87,747.00

**Details of Process & Policy Lapses:**

- Instalment had been collected but not inputted 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 Payment Copy
- Cash Receipt Copy

Sl. NO.	Check list	Particulars
1	Who exposed the event: Name/ID/Designation/Department/Centre to be mentioned	Sourav Jana/SF0036774/Cluster Manager/Operation
2	Date of event exposed	09-Oct-2025
3	Name/ID/Designation of the Fraudulent Staff	Rupam Kumar Biswas/SF0092868/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)	1
8	Is there any disciplinary action taken by HR in his/her past tenure.	NA
9	Whether internal audit was conducted at the branch during occurrence of the fraud (Yes/No/NA)	YES
10	If yes, whether 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

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**Details of involved staff**

<b>Sr. No.</b>	<b>Staff Name</b>	<b>Employee ID</b>	<b>Designation</b>	<b>DOJ in SSFL (DD/MMM/YY)</b>	<b>DOJ in Branch (DD/MMM/YY)</b>
1	Rupam Kumar Biswas	SF0092868	Loan Officer	21-Oct-24	21-Oct-24

**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** : 29-Oct-2025