

Spandana Sphoorty Financial Ltd.
Internal Audit Department



Fraud Investigation Report

Branch Details:

Branch Code	Branch Name	Cluster	Area	Region	State	Zone
OR3107	Dhamara	Tihidi	Bhadrak	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
Gyanendra Jena/SF0031436	Manoj Parida/SF0040711	Sunil Kumar Behera/SF0029643	Krushna Chandra Sahoo /SF0083225	Alok Kumar Maharana /SF0083414	Sanjaya Kumar Sahoo/SF0070624	Shriraj Vedsen/SF0071741
Date of Information Received (DD/MMM/YY)		17-04-2025	Date of event/transactions occurred (From-To) (DD/MMM/YY)		23-Apr-25	3-May-25

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.)	941927

Describe how the incident has been exposed/identified:

During Center visit by the Cluster Manager Sunil Kumar Behera/ SF0029643 identified, Borrower Parbati Biswal (Loan Id-351280515) EMI provided on date.05-04-2025 EMI Rs.2400 to Lo Ganesh Dalei/SF0071064 but that amount not inputted in FIMO. Borrower provided Loan card as evidence. Based on the evidence, a complaint was registered on 17th Apr 2025, vide complaints number **FN25-26-00243**.

Now Lo Ganesh Dalei/SF0071064 is absconding from 08th Apr 2025 as per HR records.

Post completion of the investigation, we identified Rs.941927 /- amount of cash misappropriation on 91nos of borrowers against Lo Ganesh Dalei/SF0071064 and Recovered & posted **Rs-62190/-**. So, the net Fraud amount is **Rs-879737/-**.

Brief Details of the incident:

Investigation Approach:
The Audit team visited all Borrowers, those are handled by Lo Ganesh Dalei/SF0071064 to check the availability of the borrower, and the amount collected was not accounted.

Modus Operandi:
Loan Officer Ganesh Dalai Employee ID-SF0071064 made a cash misappropriation with an amount of **Rs.941927/-** for 91 borrowers. The internal audit team investigated by visited all 163 borrowers handled by LO.

- Post Verification, it was observed that a total of 163 no's Borrowers visited, out of that 85 no's of borrowers were present, 78 no's borrowers were "Not available at home" at the time of verification.
- Observed pre-close fraud for 11 nos. of borrowers of Rs.273257/-, Installment fraud for 82 nos. of borrowers of Rs.602170/-, 2 no's borrowers Disbursed amount recollectd Rs.66500/-.

The total fraud amount, including all the borrowers, is **Rs 941927** and recovered & posted **Rs-62190/-**. So, the net Fraud amount is **Rs-879737/-**.

Categories of Fraud Details: -

Sl. No	Type of Fraud	Affected Borrowers	Fraud Amount	Accounted to Borrower Ledger	Amount Yet to recover
1	Pre-closure	11	273257	48070	225187
2	Installment	82	602170	80	602090
3	Disbursed amount recollectd	2	66500	14040	52460
Total		91	941927	62190	879737

Details of Process & Policy Lapses:

- Monitoring failure.

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

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

1. Borrower Sub-ledger.
2. Digital Payment.
3. Loan Card.
4. Borrower written statement.
5. Cash Receipt
6. Staff written statement

Sl. NO.	Checklist	Particulars
1	Who exposed the event: Name/ID/Designation/Department/Centre to be mentioned	Sunil Kumar Behera/ SF0029643/Cluster Manager/Business/547576
2	Date of event exposed	16 th Apr 2025
3	Name/ID/Designation of the Fraudulent Staff	Ganesh Dalei/SF0071064/ 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)	NA
7	No. of staff frauds happened in this branch for the past 12 months (excluding this)	NA
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	Ganesh Dalei	SF0071064	Loan Officer	10/02/2023	10/02/2023	08-04-2025

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 customers wherever applicable.

Report prepared by : Internal Audit Team.

Date : 05th May 2025