

Spandana Sphoorty Financial Ltd.
Internal Audit Department



Fraud Investigation Report

Branch Details:

| Branch Code | Branch Name | Cluster | Area | Region | State | Zone |
|------------------------------------------|--------------------------------|---------------------------|-----------------------------------------------------------|-----------------------------|-------------------------------|--------------------------|
| OR1192 | Junagarh | Junagarh | Bolangir | Bolangir | 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 |
| Makardhwaj Mangraj/SF0089667 | Susanta Sahu/SF0069183 | Balmika Mahakul/SF0026870 | Priyabrata Sahoo/SF0080091 | Chhayakanta Nayak/SF0084477 | Sanjaya Kumar Sahoo/SF0070624 | Shriraj Vedsen/SF0071741 |
| Date of Information Received (DD/MMM/YY) | | 25/04/25 | Date of event/transactions occurred (From-To) (DD/MMM/YY) | | 30/04/25 | 08/05/25 |

| | |
|-----------------------------------------------------------|--------------------|
| 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.) | 10000 |

Describe how the incident has been exposed/identified:

During Field visit at Junagarh (OR1192) by BM Makardhwaj Mangraj/SF0089667 visited Center Number - 640208 and observed that Lo Khirasindhu Mahananda/SF0095678 had collected EMI from 1 borrower **Rs.10000/-** but that amount not inputted in FIMO. The borrower provided Phone-pe receipt as evidence. As per the above collection misappropriation, the complaint was lodged on 25th Apr 2025, vide complaint Number **F25-26-00362**.
Now LO Khirasindhu Mahananda/SF0095678 is Terminated as per HR records.
Post completion of the investigation, we identified **Rs. 10000/-** amount of cash misappropriation on 1 borrower against LO Khirasindhu Mahananda/SF0095678.

Brief Details of the incident:

Investigation Approach:

The Audit team visited all Borrowers, those are handled by Lo Khirasindhu Mahananda/SF0095678 to check the availability of the borrower, and the amount collected was not accounted for.

Modus Operandi:

Loan Officer Khirasindhu Mahananda/SF0095678 made a cash misappropriation with an amount of **Rs 10000/-** for 1 borrowers. The internal audit team investigated visited all 125 borrowers handled by & LO.

- Post Verification, it was observed that a total of 104 no's Borrowers visited, out of that 29 no's of borrowers were present, 75nos borrowers were "Not available at home" at the time of verification.
- The total amount of fraud is **Rs 10000/-**.

Categories of Fraud Details: -

| Sl. No | Type of Fraud | Affected Borrowers | Fraud Amount | Accounted to Borrower Ledger | Amount Yet to recover |
|--------------|--------------------|--------------------|--------------|------------------------------|-----------------------|
| 1 | Advance Collection | 1 | 10000 | | 10000 |
| Total | | 1 | 10000 | | 10000 |

Details of Process & Policy Lapses:

- 1- Monitoring failure.
- 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.

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| Sl. NO. | Checklist | Particulars |
|---------|------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|
| 1 | Who exposed the event: Name/ID/Designation/Department/Centre to be mentioned | Makardhwaj Mangraj/SF0089667/Branch Manager/Business/640208 |
| 2 | Date of event exposed | 25 th March 2025 |
| 3 | Name/ID/Designation of the Fraudulent Staff | Khirasindhu Mahananda/SF0095678/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 | BM |
| 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) | NO |
| 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 | Khirasindhu Mahananda | SF0095678 | Loan Officer | 12/12/24 | 12/12/24 | 21/04/25 |

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 : 10th May 2025