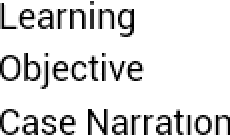
***Registration No: 15425580457***

***Name: Tejasvi Sarvaiya***



***Branch: Area Colony Bhopal***

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|  | *NEFT Wrongly credited to some other A/c* |
|  | *One fine day a customer came into to the branch with request of NEFT*  *He submited the NEFT form with a cheque of 1,50,000 to the CSO*  *The request of the customer was then processed and cso did the entry of the NEFT in the favour of Radhey shaym. While doing the entry for NEFT there was a confusion of reading of the a/c number as 4 intead of 9. So the CSO made the mistake while entering and put 4 insted of 9.*  *While verifying the entry by the DBM it was Verified as 4 insted of 9 and the entry for NEFT was duly verifed and posted withe wrong a/c no.*  *After some time when customer found that there was no dr in a/c of the customer for rs 150000. he then came to the branch with that query. Branch officers imediately looked into the matter and probed what had happend wrong with the NEFT. The vouchers for the day was removed and that NEFT form was checked in front of the customer then it came to the notice of the branch officials that a/c entered was wrong. There was a confusion in one number about it is 9 or 4. It was found that there was mistake on the part of the customer as he also agreed that it look like 4 intead of 9. after it was found that there was mistake of a/c no it was futher probed that where the amt was credited. After some probing it was further found that it was credited in the HDFC pooling a/c .*  *The bank officials then called the HDFC bank branch where the amt of rs150000 was credited. After talk between the two branch officials the amt was brought back again and the other NEFT request was taken from the customer and again the processes was duly completed.* |

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| *Probing*  *Questions* | *The verifier should have confirmed the a/c no with the customer and with CSO who have entered the entry* |
| *Root Cause*  *Analysis, if applicable* | *It was mistake on the part of the CSO who have entered the entry and*  *It was the duty of verifier to check each and every thing.* |
| *Solution Offered* | *There was a immediate talk with the other bank and aim of rs 150000 was credited*  *Within 2 hours* |