

Internal Audit Report

Branches For Q1 ? FY2024-25

July, 2024

Scope

The scope of the internal audit of branches was as follows:

Administration ? Regulatory branch compliances, Verification of fixed assets, Physical security control, Ma

IT - Review of end-user IT practices to ensure their compliances with Information Security Policy.

Customer Service, Operations, Sales and Credit - Customer service, review of sample loan file documenta

Review Period: For the new branches, from the branch opening date to May 2024, and the audited branch

Audit Conclusion: Improvement Needed