

No. 003/VGL/17
Government of India
Central Vigilance Commission.

Satarkta Bhawan, Block "A"
GPO Complex, INA
New Delhi – 110023
Dated:26th May,2003

Office Order No.27/5.2003

To

All Chief Vigilance Officers of
Public Sector Banks

**Subject:- Notice Board in Computerized Branches – Making entries in Passbooks etc.-
Regarding.**

Sir/Madam,

The Commission has come across a case in which a staff Computer Terminal Operator of a Branch had committed a fraud by making manual entries in the passbooks of the customers even though the Branch was fully computerized. The modus operandi adopted by him is as follows:-

He used to update the entries in the passbooks of customers manually even though the branch was fully computerized. He used to fill up the withdrawal slips, forge the signatures of the customers and withdraw cash himself. When the customers turned up at the branch for withdrawing the amount, he used to manipulate the entries in the passbook by showing some unauthorized credits such as inflated amounts of credit etc. which would not be otherwise reflecting in the system. Likewise he took care to see that the fraudulent withdrawals made by him in those accounts would not be appearing in the passbooks while updating the same. When the customers updated their statements from the system, they found that substantial amounts had been withdrawn fraudulently from their accounts inasmuch as those amounts were not entered by the operator in their respective passbooks.

2. The Commission apprehends that some illiterate/semi-literate people having accounts in the semi urban/rural branches are likely to be taken for a ride by such nefarious persons. This may happen because in these areas, people may not be aware that in the fully computerized branches the entries in their passbooks or other documents etc. are to be made only through computers and not manually. The Commission is, therefore, of the view that in order to avoid commissioning of such frauds, a Notice Board in each computerized branch be put up clearly indicating that "COMPUTERISED BRANCH MANUAL ENTRY SHOULD BE AUTHENTICATED BY OFFICER/BRANCH MANAGER". The notice board should be displayed in Regional/Local language.

Yours faithfully,

Sd/-
(ANJANA DUBE)
DEPUTY SECRETARY