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Azadi Ka
Amrit Mahotsav



केन्द्रीय भण्डारण निगम
(भारत सरकार का उपक्रम)

CENTRAL WAREHOUSING CORPORATION

(A Govt. of India Undertaking)

जन-जन के लिए भण्डारण/Warehousing for Everyone



CWC CO-FD0CASH/22/2020-FINANCE

13th December, 2023

Cash & Bank Circular # 10

Sub: Roll out of Payment Solution by HDFC Bank Ltd. across all Regional Offices including Standard Operating procedure (SOP), KYC Requirements/documents and escalation matrix

Ref: PPT presentation made by HDFC Bank Ltd. on 4th October, 2023 through Video Conferencing on the above proposed Payment Solution.

1. As per the present banking system, each Regional Office is maintaining their operational bank a/c with various banks (other than HDFC Bank Ltd.). At present, each Regional Office gives a requisition of funds to Corporate Office on their need basis which is transferred manually by CO to the respective ROs operational bank a/c. In this case, there has always been a time lag between transfer of funds and its utilisation leading to blockage of funds and loss of interest. Apart from this, extra time and efforts are involved again in manual transfer activity both from CO side and RO side.
2. In order to overcome the above issues, a PPT Presentation was made by HDFC Bank Ltd on 'Payable Management' wherein the complete process, set up and features were elaborated.
3. Following shall be the features of Proposed HDFC Payment Solution:
 - (i) CO Bank A/c shall act as a 'Parent Bank A/c' and all the ROs Bank A/c shall be treated as 'Child Bank A/c'.
 - (ii) All the 14 RO's HDFC Payment Bank shall be 'Zero' balance current A/cs (Zero balance at the Beginning of the day and at the end of the day).
 - (iii) As and when any payment request is made by any RO on e-net platform, the same shall be met through auto sweep facility from CO 'Parent Bank A/c' subject to daily withdrawal limit set for respective Regional Offices.
 - (iv) Funds will sweep in from 'Parent Bank A/c' to 'Child Bank A/c' and individual transaction wise payments shall be processed on real time on FIFO basis.
 - (v) Payments which are not processed for some reason from RO A/c and remain in RO A/c will be swept out on end of day to CO Bank A/c.
4. In order to implement the above Payment Solution, a Standard Operating Procedure (SOP) has been prepared and is attached at **Annex-I** which needs to be followed right from opening of Bank A/c till operation of same.
5. For information of all the Regional Offices, a presentation given by HDFC Bank Ltd. given on 04-10-2023 is again enclosed for reference as **Annex-II**.

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CO: 4/1, Siri Institutional Area, August Kranti Marg, Hauz Khas, New Delhi-110016.

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6. During the presentation given by the HDFC Bank on 04-10-2023, some queries have been raised by some region. The query raised along with the reply of Cash & Bank Section at CO in consultation with HDFC Bank is enclosed at **Annex-III**.
7. All the Regional Offices are requested to take time bound action to implement the above solution as early as possible. Once the above payment solution gets implemented, no manual transfer of fund shall be entertained.

(Amit Puri)
General Manager (F & A)

Encl: As above

Distribution to:

1. All Regional Managers/ Accounts-in-charges of Regional Offices, CWC
2. All DGMs/AGMs/Managers/AMs in Finance, Accounts & Internal Audit Cadre at CWC, CO
3. All HoDs, CWC, C.O., New Delhi
4. Manager (Rajbhasha), CWC, CO, New Delhi, with a request to arrange Hindi version of this circular.
5. Supdt. (MIS), for placing the circular on CWC's website.

Copy for information to:

1. PS to MD, CWC, CO, New Delhi.
2. PA to Dir.(Fin.), CWC, CO, New Delhi
3. PPS to Dir.(Pers.), CWC, CO, New Delhi.

General Manager (F&A)

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ANNEXURE - I

STANDARD OPERATING PROCEDURE (SOP)

1. The base Branch for all the Payment A/c of Regional Offices shall be HDFC Bank Ltd., A – 24, HAUZ KHAS, NEW DELHI – 110016, New Delhi (Hauz Khas Branch).
2. These Accounts shall be Current Accounts
3. The Coordinating Officers from HDFC Bank Ltd. for the above Payment Solution are as under:-

Co-ordinating Officials from HDFC Bank:-

Sl No.	Name	Designation	Mobile No.	Email Id
1	Sh. Mayank Sareen	Senior Manager	9637155919	mayank.sareen@hdfcbank.com
2	Sh. Pratap Parida	Senior Manager	9810432455	pratap.parida@hdfcbank.com
3	Sh. Abhineet Shukla	Senior Manager	9540076125	abhineet.shukla@hdfcbank.com
4	Sh. Amit Gautam	Branch Manager	9811612257	amit.gautam@hdfcbank.com
5	Sh. Manish Sinha	State Head-GIB Solutions	9350622737	manishk.sinha@hdfcbank.com

Co-ordinating Officials from Corporate Office:-

Sl No.	Name	Designation	Mobile No.	Email Id
1	Ms. Sana Abedi	Manager(A/Cs)	7034371150	sana.abedi@cewacor.nic.in
2	Sh. Ajay	SAM(A/Cs)	9988014548	ajay.cwc@cewacor.nic.in

4. HDFC Bank officials/CO officials shall be sending the 14 A/c opening application forms through e-mail to respective e mail ids of respective A/c In-charges. The A/c In-charges shall fill the same and after annexing all the KYC documents shall return the form to Cash & Bank Section, CO. The KYC documents are as under:

KYC Document for opening bank account:

1. List of updated Authorised Signatories of Regional Office to be certified by Regional Manager.

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2. Account Opening Application Forms along with necessary Annexures duly signed by Authorised signatories.
3. Self-attested copies of KYC document of each Authorised Signatory (PAN card, / Voter Card / Driving License / Downloaded Aadhaar card from UIDAI)
4. 2 Passport size photo of each authorised signatories.

For Registering in HDFC E-Net Platform:

5. E-Net Form duly signed by authorised signatories (Senior most / Highest signatory from Group-I & any one from Group-II)
6. List of authorization duly signed by the authorised signatory defining the roles of Maker-Checker-Approver (Senior most / Highest signatory from Group-I & any one from Group-II) specifying the Name, Designation, Role assigned, Mobile number & Email Id.
5. After the receipt of the complete A/c opening application forms from each RO, Cash & Bank Section at CO shall arrange to open the Bank A/c after coordinating with the concerned branch. In case of any missing document/signature etc. HDFC Bank Ltd. officials shall be directly contacting the respective Regional Office, Accounts Head.
6. After opening all the Accounts and mapping of authorised signatory in e-net, the bank A/c number shall be shared with the concerned Regional office.
7. Daily transaction limit of the Regional offices as approved by the Competent Authority shall be as under:-

(i)	Ahmedabad	-	Rs. 8,00,00,000/-
(ii)	Bangalore	-	Rs. 3,00,00,000/-
(iii)	Bhopal	-	Rs. 3,00,00,000/-
(iv)	Chandigarh	-	Rs. 4,00,00,000/-
(v)	Chennai	-	Rs. 3,00,00,000/-
(vi)	Delhi	-	Rs. 4,00,00,000/-
(vii)	Guwahati	-	Rs. 1,00,00,000/-
(viii)	Hyderabad	-	Rs. 4,00,00,000/-
(ix)	Jaipur	-	Rs. 2,00,00,000/-
(x)	Kochi	-	Rs. 1,00,00,000/-
(xi)	Kolkata	-	Rs. 3,00,00,000/-
(xii)	Lucknow	-	Rs. 4,00,00,000/-
(xiii)	Mumbai	-	Rs. 8,00,00,000/-
(xiv)	Patna	-	Rs. 3,00,00,000/-

Above daily transaction limits can be increased or decreased on need basis within 3 working days. For this activity, Cash & Bank Section at CO shall be coordinating with ROs and HDFC Bank Ltd.

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8. Authorised approved signatories of the ROs shall automatically become authorized signatories of proposed Payment Solution. However, RM has to issue necessary authorization letter of the authorized signatories to HDFC Bank Ltd.
9. In case of any exigency, when HDFC Bank server is not available any time or due to any technical issue, the payment shall be processed through other banking channels.
10. In the proposed solution mandatory 3 level checks have been introduced which consists of Maker, checker and approver of the payment. This Maker, Checker and Approver mechanism is to be followed for all on-line payment.

(i) **SOP for Maker Level:-**

- a. Before making the payment the maker shall verify that the requisite documents i.e. Digitally Signed Sanction Order (SO), Invoice and Purchase Voucher (in case of payment to vendor/supplier) or payment voucher (in case of Payment to Employees, or direct payment against expenses). The amount in words and figures must match with the Sanction Order.
- b. The bank details must be mentioned in the Sanction order by the operating division while issuing the same for payment.
- c. After confirming the above the maker shall create the accounting voucher in Tally ERP for making the payment.
- d. In case of on-line payment, the Maker shall log-in into his Bank user id for making the payment.
- e. The maker shall also upload the payment in Online banking portal with the correct amount, and bank details.
- f. For statutory payments there are no invoices. The operating division/section to issue sanction order as well as Tax payment challan, if any, for the payment along with creation of accounting voucher in tally.
- g. For issuance of cheque, no bearer cheque to be issued. All cheques must be crossed Account payee, non-negotiable and non-transferable stamp.
- h. Every Cheque issuance must be recorded in Tally and register to be maintained in Tally ERP only. No manual checklist is to be maintained.
- i. The maker shall record the upload / making of payment in e-office file and forward the same to Checker for first stage approval.
- j. Maker is advised not to share his online banking passwords with anyone and also keep on changing the same over a regular interval for security purpose.
- k. In situations of non-uploading of payment file in online banking or any technical problem, or any other error like payment uploaded with incorrect account details etc. the maker must verify that the uploaded file is cancelled or rejected only then the payment with correction is uploaded. One payment should not be uploaded again until and unless the first payment file is cancelled.
- l. Whereas maker is not the authorised signatory, he is equally responsible for any incorrect or wrong payment due to inadvertency or gross negligence.

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(ii) **SOP for Checker:-**

- Checker is the first stage authorised signatory. The necessary details and documents i.e. Invoice, Accounting Voucher, Sanction order, Tax challan (wherever applicable) must be cross verified by the Checker before approving the payment or signing the cheque or any other bank document in the capacity of authorised signatory.
- Checker must record regarding the first stage approval on the e-office file and forward the same to approver for final approval.
- Checker must not share his bank payment passwords with anyone and keep on changing the passwords for security purposes.
- No payment should be approved by the checker, without the receipt of the e-office file.
- No bearer cheques are permitted to be signed by the checker. Only cheques crossed with Account payee, non-negotiable and non-transferable stamp can be signed by checker.
- It will be responsibility of the checker if any fraudulent activity is occurred due to issuance of bearer cheque signed by him/her.

(iii) **SOP for Approver:-**

- Approver is the last signatory on the online payment, cheques or any other instrument/documents to be signed in the capacity of the authorised signatory.
- The approver must verify the bank details, amount of payment and other documents while approving the payment or signing the cheque/ or any banking document.
- Approver must not share his bank payment passwords with anyone and keep on changing the passwords for security purposes at regular intervals.
- No payment should be approved by the approver, without the receipt of the e-office file.
- No bearer cheques are permitted to be signed by the approver. Only cheques crossed with Account payee, non-negotiable and non-transferable stamp can be signed by checker.
- It will be responsibility of the checker if any fraudulent activity is occurred due to issuance of bearer cheque signed by him/her.

Instructions are already in place from Corporate Office that no cheques are to be issued for making the payments. All the payments are to be made through on-line banking only. **In exceptional circumstances, the cheques are to be issued for payment. Exceptional circumstances is to be approved by Regional Manager at Regional Office and HoD, Finance at Corporate Office and reasons to be recorded in file.**

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Central Warehousing Corporation

CWC and HDFC Bank Banking Partnership



Central Warehousing
Corporation



Single Banking MOU between CWC and HDFC bank was Signed in Year 2022

Both the entities took a Step at a Time approach and in Preliminary Phase successfully streamlined & moved collections across all warehouses for all collection modes, whether it is thru NEFT RTGS, Pg, Chq Or POS Based Collections.

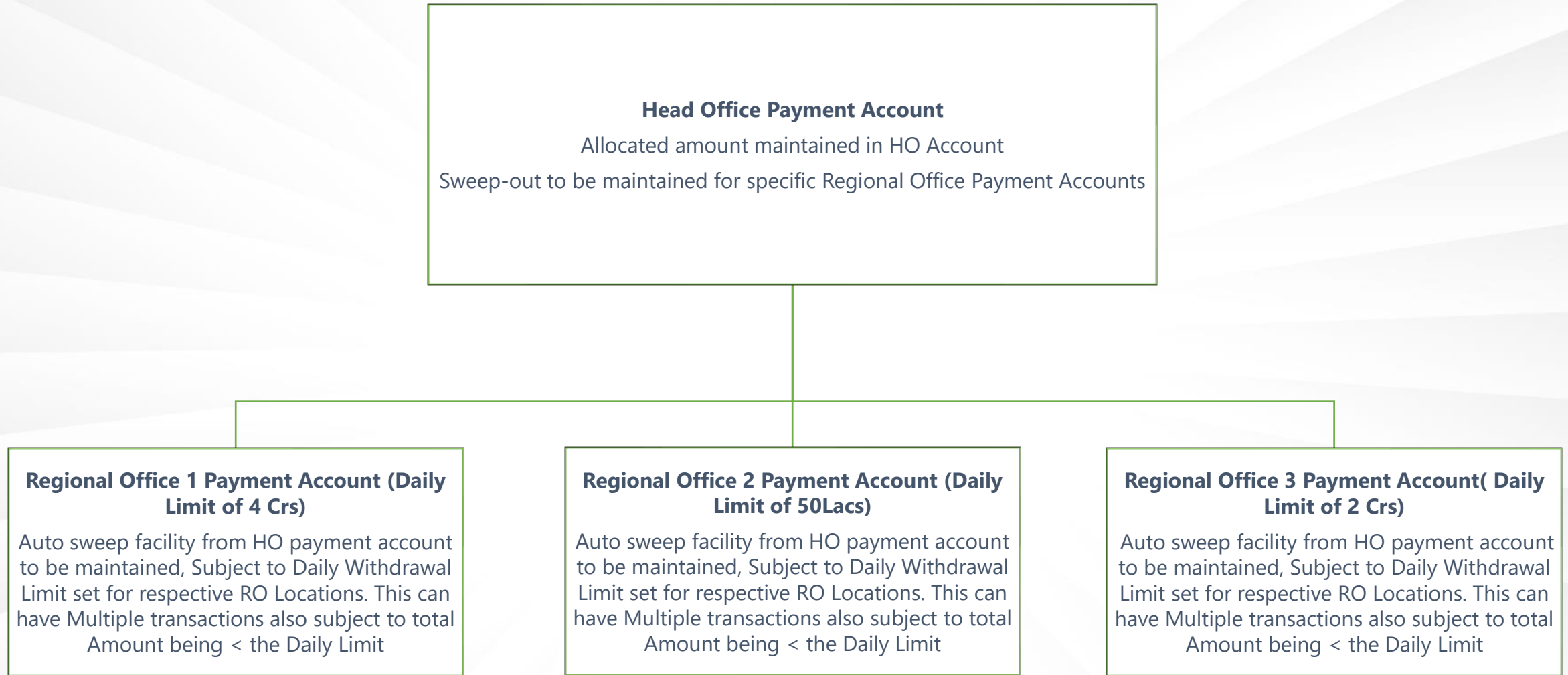
Warehouse Key Management was next step, which has already been implemented and now keys are deposited at HDFC bank Branches.

Subsequently, we partnered in Agri – Pledge Business and same has been introduced across all locations.

As part of agreement, we are now moving towards, streamlining Payable Management System at RO Locations across the country.

Payable Management

Payment Account Solutions



*** ROs will have Provision for execution of RTGS/NEFT/FT requests beyond Bank restricted hours on daily basis 24*7 even on, Weekends and Holidays**

Payment Account Solutions

Payment Account (Zero Balance) for Head Office and Regional offices to be opened at Delhi.

Support and Escalation matrix at local level will be shared for each RO location.

Funds will be Parked Centrally in Head Office Payment Account

Regional offices will have daily utilization limits allocated from HO for their expenses and payments and they can transact from their accounts to the extent of that Daily Limit freely. This can have multiple transactions also all through the day, which will get processed.

Funds will sweep-in from HO account to RO account in real time and individual transactions wise payments will get processed on FIFO basis.

Daily Limit change can be done by HO but implementation will require 3-4 working days (same will be confirmed by bank after due discussion)

Incase of some exigency involving a payment above the daily limit of RO, HO will facilitate in that transaction at RO request.

User Addition/Modification in RO account will be authorized by HO.

Necessary documents for signatory change will be submitted at Local HDFC Bank branch.

All funds which for some reason are not processed from RO account and remain in RO account, will be swept out on EOD basis to HO account.

*** Necessary Trainings, Contact Matrix and SOPs will also be shared with RO Locations for Enet/CBX Product**

Payment Products Stack



A/C to A/C Transfers



Salary Payments



Instrument Printing



RTGS & NEFT



Taxes

Comprehensive Product Stack

Single Interface Across Multiple Transaction Types

Payment Products Stack



Balance Inquiry



Statement Download

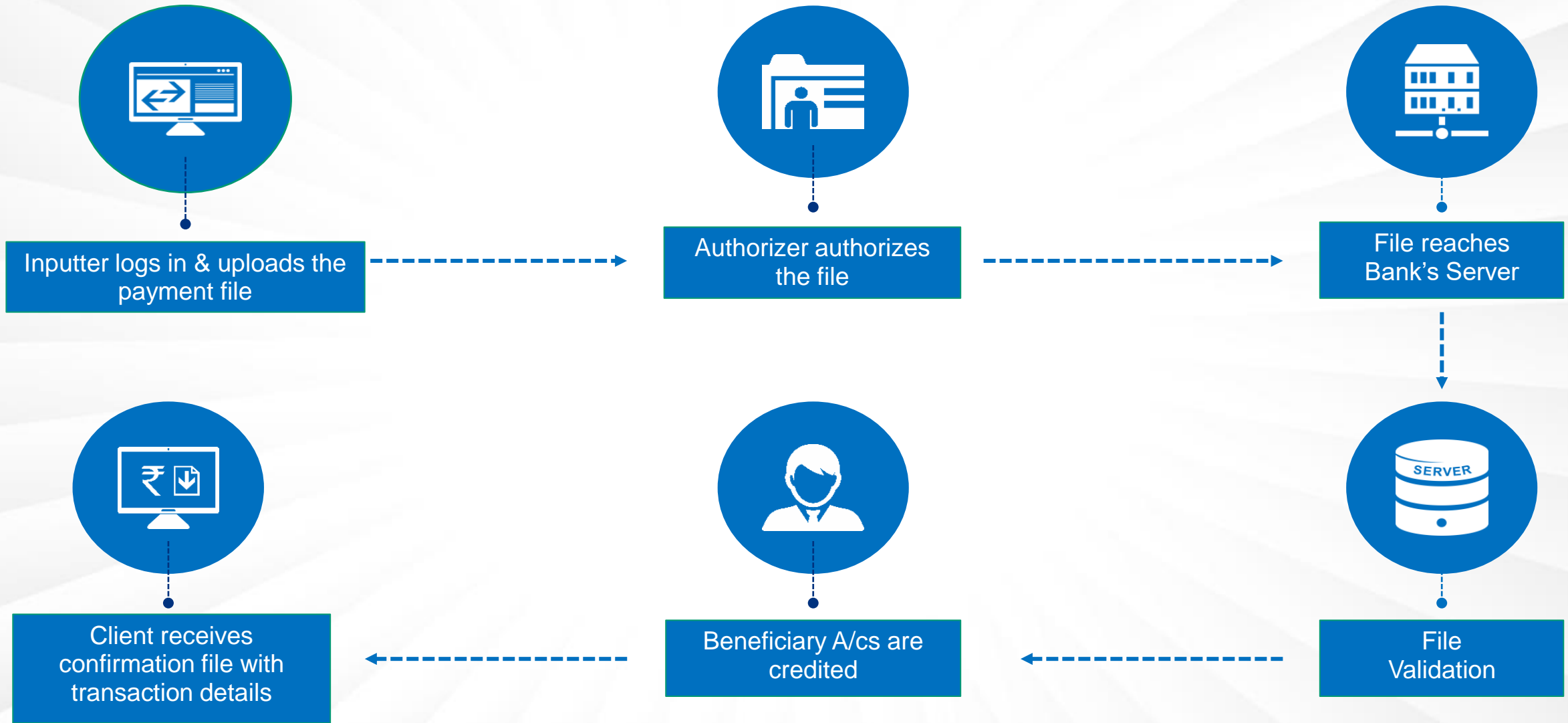
Consolidate views



Customized Statement Templates

Comprehensive Product Stack

ENet Transaction Flow



THANK YOU

ANNEXURE – III

Sl No.	Queries raised by Regional Offices	Reply of Cash & Bank Section, CO in consultation with HDFC Bank
1	Currently Regional Offices are holding bank accounts with other scheduled bank such as State Bank of India, Punjab National bank etc wherein tax payments (TDS, TDS on GST & GST) is being paid through single level authorization. In Corporate Office HDFC Account all above tax payment is being paid through three level authorization. Whether the same functions will be provided at all 14 Regional Offices Payment Account.	As per discussion with HDFC bank three level authorization/checks (Maker + Checker + Approver) is feasible in HDFC E-Net. Accordingly, Maker will make and upload the payment and Officers each from Group-I (Approver) and Group-II (checker) will authorize the payments as per the approved Signatories.
2	Utility bill payments such as Electricity, Water, Telephone & Property tax payment are being paid through the merchant site via single level authorization and in some case Regional office has faced problems like non-availability of HDFC bank at merchant site. In above case whether HDFC will provide three level authorization. In case of non-availability of HDFC bank at merchant site how the payment will be regulated.	It is recommended to get the bank account details (Account no., IFSC etc) of service providers and payment be released by three level authorization. Same practice is being followed at Corporate Office. For example: Electricity Bill Payments /Telephone Bill etc. is being done by taking the Bank details of the Service providers. For utility payments, HDFC Payment account be used exclusively. Only in exceptional circumstances, where there is a problem in getting the bank account details of the service providers for utility payments, the payment may be done through existing operational bank account of RO's by transferring the fund from HDFC Payment account.
3	If beneficiary is already added in HDFC Payment account, and the payment is uploaded through bulk in excel including already added beneficiary. Whether the system will revalidate the details of already added beneficiaries and if any mismatch or error is there will the payment will be processed or rejected.	<ol style="list-style-type: none"> 1. HDFC bank has confirmed the feature of validation of payment uploaded through single/bulk upload with already added beneficiary is available. 2. HDFC bank has however confirmed that during E-Net setup if CWC opts validation option then beneficiary is mandatorily to be added first only then the payment of the already added beneficiary / beneficiaries can be processed. 3. If CWC has to make any emergent payment and due to any reason the beneficiary is not added then the payment will not be processed. 4. In view of above point, HDFC bank has suggested not to opt for validation feature/not to add beneficiary as CWC already have three level checks instead they suggested to upload the payments through macro enabled excel sheet which is currently being used by Corporate Office successfully. The macro enabled sheet will be provided to the Regions by HDFC Bank Ltd.
4	For already added beneficiary in existing bank accounts maintained in other banks by Regional Offices. Whether	HDFC Bank has confirmed that the bulk upload beneficiary facility is available, however bank has suggested not to opt for validation feature/not to add beneficiary as CWC already have three

	HDFC bank will provide any assistance for migrating the beneficiary details from existing bank.	level checks instead they suggested to upload the payments through macro enabled excel sheet which is currently being used by Corporate Office successfully.
5	Whether any collection in the Payment account can be blocked by HDFC Bank (except automated payment which are redirected to source account).	Only Cash deposit facility can be blocked by giving request letter.
6	Whether payer/party details will be reflected in the bank statement in case of any receipt.	If the party processes the payment through e-CMS then the party name will be reflected.
7	Is there any option of sending payment advice/message to the beneficiary. A copy of payment advice issued by Standard Chartered Bank is enclosed for reference please.	HDFC bank has confirmed that payment advice can be sent to the beneficiary by enabling mail id in macro excel sheet provided by bank. This feature can be opted by giving a request letter.
8	Whether payment can be scheduled in HDFC Payment account. What will be the amount and time limit for scheduling payment.	Payment can be scheduled and there is no upper limit with respect to time and date.
9	If the payment uploaded are more than the daily transaction limit whether the whole payment will be rejected or only the differential amount over and above the limit will be rejected.	The payment will be processed up to the transaction limit specified to the account. The payment beyond the limit (partial/fully) will be rejected.
10	Whether any charges will be levied for issuance of Demand Draft, NEFT & RTGS payments etc..	No charges will be levied for issuance of Demand Draft, NEFT & RTGS payments etc.