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Government of India
Ministry of Information and Broadcasting
Central Bureau of Communication

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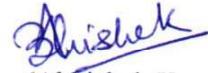
Office Memorandum

Subject: Revised SoP for the change of bank account details by vendors - reg

The undersigned has been directed to forward the revised SoP for account change by vendors. The revised SoP is enclosed herewith. Further, the details of mandatory documents for the change in the existing bank account details is at Annexure.

2. In this regard, Director (IT) and DD(IT) have been directed to carry out necessary changes in ERP.

This issues with the approval of DG CBC.


(Abhishek Kumar)
Section Officer

Encl.: As above.

To

- i. PPS to DG, CBC Hdqrs., New Delhi
- ii. All ADGs, CBC Hdqrs. , New Delhi
- iii. All Directors, CBC Hdqrs. , New Delhi
- iv. All Deputy Directors/ Assistant Director/ Campaign Officers, CBC

REVISED SOP FOR ACCOUNT CHANGE REQUEST

1. Objective

To lay down a clear, transparent, and accountable procedure for processing **bank account change requests** submitted by empanelled vendors of CBC through the ERP system.

2. Scope

This SOP applies to all empanelled vendors of CBC seeking modification of their registered bank account details for payment purposes.

3. Mode of Submission

1. All requests for change of bank account details shall be submitted **online through the ERP system only**.
 2. No physical/offline requests shall be entertained.
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4. Process Flow

Step 1: Submission by Vendor

- Vendor shall log into the ERP portal and initiate a **Bank Account Change Request**.
 - The request must be accompanied by mandatory documents as specified in **Annexure-A** (e.g., cancelled cheque, bank certificate, authorization letter, etc.).
 - The system shall generate a unique request ID for tracking purposes.
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Step 2: Routing to Empanelling Wing

- The online request shall automatically be routed to the **concerned Empanelling Wing** under which the vendor is registered.
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Step 3: Examination by Empanelling Wing

- The Empanelling Wing shall:

- Verify the vendor credentials.
 - Scrutinize the mandatory documents submitted.
 - Ensure consistency of name, bank details, IFSC, and other relevant particulars.
 - Check for any pending financial or compliance issues, if applicable.
 - After due verification, the Wing shall process the case for **approval/rejection of DG, CBC** through the proper channel in the ERP system.
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Step 4: Approval by DG, CBC

- The request shall be placed before **DG, CBC** for approval or rejection.
 - In case of rejection, reasons shall be recorded in the system and communicated automatically to the vendor.
 - In case of approval, the system shall trigger intimation to the concerned Accounts Officer.
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Step 5: Update in PFMS and ERP

- Upon approval:
 - The concerned Accounts Officer shall update the **Vendor Code (VC Code)** in PFMS with the revised bank account details.
 - While VC code updation the old account number and new account number to be visible to the accounts officer to cross check
 - The updated VC Code details shall also be entered/validated in the ERP system.
 - Proper verification shall be ensured before final confirmation.
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Step 6: Closure of Request

- Once the VC Code is successfully updated in PFMS and reflected in ERP:
 - The request shall be marked as **“Closed”** in the system.
 - The revised bank account details shall become effective for all future payments.
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6. Record & Audit

- All requests, approvals, rejections, and updates shall remain digitally recorded in ERP for audit trail purposes.
 - The system shall maintain logs of user ID, date, and time stamps at each stage.
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Submission of following mandatory documents for the change in the existing bank account details of empanelled vendors of CBC

1. **Change Request on the Letterhead of the Autorised Signatory**
(Clearly mentioning the old and new bank details, duly signed and stamped by the authorized signatory)
2. **Bank Mandate**
(Issued and attested by the concerned bank)
3. **Cancelled Cheque**
(Of new bank account to be updated)
4. PAN
5. GST No.

6.

Proprietorship firm	Self declaration of proprietorship
Private limited / Public ltd. firm	Board Resolution (clearly specifying change of account)
LLP or Limited Liability Partnership firm	LLP agreement (resolution by partners for account change)
Partnership firm	Partnership deed

7. Print Media
 - a. RNI Certificate
 - b. Declaration from District magistrate in case of change in ownership or publisher.