Please refer https://dgft.gov.in for latest FAQs & Help Documents
NOTE: Answers in this FAQ document are informative in nature. No legal claims can be made on basis of same. Users should refer policy documents for legal position. Please refer to Foreign Trade Policy and Handbook of Procedures for policy related matters.

The Refund Management System

Q1. What applications are eligible for Refund?
- Where the fee has been deposited in excess of the specified amount of fee.
- Where the fee has been deposited but no application has been made.
- Where the fee has been deposited in error, but the applicant is exempt from payment of fee.

Q2. My payment status is failed will I be able file for Refund?

User will be able to claim refund of file whose Payment Status is Success. Payment date & Payment Status will be auto populated when screen is displayed.

Q3. What are the prerequisites for applying for any application under Refund Management system?

To apply Refund for any application following are required:
- Your user profile must be linked with an IEC.
- A valid DSC must be registered in the system. You may verify the same from **My Dashboard > View** and **Register Digital Signature Token**.

Q4. If my IEC is in DEL/cancelled/suspended, am I eligible to apply for Refund?

If your IEC is in DEL, you shall not be allowed to proceed with submission of your request for applications under Refund Management.

If your IEC is cancelled/suspended, you shall not be allowed to proceed with submission of your request.

Q5. I couldn't complete my application, however, I had saved it after filing it partially. Where can I find it?
OR
Where can I find my partially filled application?

Please follow the below path to access your draft applications
- My Dashboard > Draft Applications.
- Click on **Action** (Under the Results) > **Open**

Q6. What is an application number? Where can I find it?

When an application is created and saved for the first time, an application number gets created. All draft applications have an application number. The same can be found by following the below path:
My Dashboard > Draft applications

Q7. What is a file number? Where can I view my submitted applications/File number?

When an application is submitted, a file number is generated. The application is tracked via this file number.
Please follow the below path to get the file number
- My Dashboard > Submitted Applications

- Enter **Type of Scheme** (Select in dropdown: Refund Management) and **Type of Sub Scheme** (Application for Fee Refund)
- Click on **Search.**
- All details of submitted applications are available in the search results. These details also include their file number.

Q8.   How can I request for withdrawal of my submitted application?

Please follow the below path to withdraw a submitted application
- My Dashboard > Submitted Applications
- Enter **Type of Scheme** (Select in dropdown: Refund Management) and **Type of Sub Scheme** (Application for Fee Refund)
- Click on **Search**
- Click on **Action** (Under the Results) > **Withdraw**

Q9.   Where can I view my approved applications?

Please follow the below path
- My Dashboard > Submitted Applications
- Enter **Type of Scheme** (Select in dropdown: Refund Management) and **Type of Sub Scheme** (Application for Fee Refund)
- Click on **Search**
- Click on **Action** (Under the Results) >**View Letter**

Q10.   What is view lifecycle? Where can I see it?

Please follow the below path
- My Dashboard > Submitted Applications.
- Enter **Type of Scheme** (Select in dropdown: Refund Management) and **Type of Sub Scheme** (Application for Fee Refund)
- Click on **Search**
- Click on **Action** (Under the Results) > **View Life Cycle**

Q11.   Where can I see the DSC/e-Sign details of the submitted applications?

Please follow the below path to view the DSC/e-Sign details of a submitted file for
- My Dashboard > Submitted Applications.
- Enter **Type of Scheme** (Select in dropdown: Refund Management) and **Type of Sub Scheme** (Application for Fee Refund)
- Click on **Search**
- Click on **Action** (Under the Results) > **DSC/e-Sign Details**

Q12.   Where can I check the status of my submitted application?

Please follow the below steps
- **My Dashboard > Submitted Applications**
- Enter **Type of Scheme** (Select in dropdown: Refund Management) and **Type of Sub Scheme** (Application for Fee Refund)
- Click on **Search**
- In the search results, please find the status of the submitted application under the column **File Status**

Q13.   What to do if my application is marked as deficient?

If the File Status of your submitted application is marked as deficient, please follow the below steps to respond to the deficiency raised by the officer:

- **My Dashboard > Submitted Applications**
- Enter **Type of Scheme** (Select in dropdown: Refund Management) and **Type of Sub Scheme** (Application for Fee Refund)
- Click on **Search**
- Click on **Action** (Under the Results) > **Respond Deficiency**
- Click on **View** under the **Deficiency view** to view the deficiency letter issued by the officer.
- To respond to deficiency, click on **Respond** under the **Respond to Deficiency**.
- A pop-up shall appear asking you **Do you want to amend application?** , in case you have to add attachments only, please click on **NO** whereas, to make changes to your application, please click on **YES**.
- On submission of your response, the **life cycle view** of the application is updated for your reference and the file is submitted to the RA officer who issued the deficiency letter.

Q14. Where can I confirm the submission of my response to a deficiency against my submitted application?

Post submission of your response to the deficiency, a pop-up appears confirming your submission. Also, the same gets updated in the life cycle view.

Q15. How can I take a print of the application or download it for future reference?

Each form has a section of application summary that shows values for all fields filed in the application. This section of application summary, has a button for "Print Application" enabled on the top right corner of the section. Please click on the button to download the application for your future reference.

Q16. Where can we apply for applications under Refund Management?

Please follow the below path:
- **Services > Payment Related Functions**
- Click on **Apply**

Q17. Can I create a copy of an existing application?

Please follow the below path to create a copy of an existing application for SCOMET
- My Dashboard > Submitted Applications.
- Enter **Type of Scheme** (Select in dropdown: Refund Management) and **Type of Sub Scheme** (Application for Fee Refund)
- Click on **Search**
- Click on **Action** (Under the Results) > **Make a Copy**

Q18. What is the application fee?

There is no application fee.

Q19. On declaration page of an application form, I am unable to proceed further, or system is not allowing me to click on "Save and Next".

If user profile is not updated, please update the details of your logged in user profile before submitting the application by clicking on your Username > Profile in the top right corner of website.

Q20. How can I add bank account(s) for Refund application?

Bank accounts in Refund Management application are coming from IEC profile. In case you want to add new account details then modify your IEC and add bank account there.

Q21. Why my Bank Account is not PFMS Validated?

There is list of Banks which do not get validated through PFMS. Please refer to the list of such accounts.
Note: You will only be able to view the PFMS Validated accounts. List of Banks other than Citibank, HSBC and RRBs are validated from PFMS. If you have already modified the IEC to add a Bank Account, then it might take 24-48 Hours to get validated from PFMS.

Q22. How can I check the fund disbursal status against my application?

You shall be able to check the fund disbursal status against your application through Services >> Refund Management >> View Fund Status.

Q23. How can I change the bank account number incase fund disbursal failed for any submitted application?

You shall be able to raise revalidation request through Services >> Refund Management >> View Fund Status. Select the application number and click on the Initiate Revalidation Request. You have to select new account number and submit the revalidation request.

Q24. Can I raise multiple revalidation request for one application?

Yes, you may but that is only possible when previous request of revalidation is rejected/failed. If previous request is already in progress, then you are not allowed to submit new request.

Q25. How can I add new bank account details for the re validation request?

Bank accounts in Refund Management application are coming from IEC profile. In case you want to add new account details then modify your IEC and add bank account there.
Note: You will only be able to view the PFMS Validated accounts. List of Banks other than Citibank, HSBC and RRBs are validated from PFMS. If you have already modified the IEC to add a Bank Account, then it might take 24-48 Hours to get validated from PFMS.