



विदेश व्यापार महानिदेशालय
DIRECTORATE GENERAL OF
FOREIGN TRADE

Directorate General of Foreign Trade

User Help File

Interest Equalization Scheme (IES) Bank User Manual

Version 1.1

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1. Introduction and Accessing DGFT Portal

This document is the help file for basic IEC functions in the new system. To access the new portal, navigate to <https://dgft.gov.in>

The new portal is compatible with the following browsers: Chrome 70 + / Firefox 70 + / IE 12 +

Users are advised to refer to the latest help file available under Learn > Online Help & FAQs in the DGFT Portal.

2. Contact@DGFT

To raise any concern to DGFT the user may call the given Toll Free Helpline number given on the DGFT Portal or raise a service request ticket through DGFT Helpdesk Service under Services → DGFT Helpdesk Services.

3. Registering on New Portal

To Register on Directorate General Foreign Trade (DGFT) portal you would require:

- a) Internet Connection
- b) Valid Email and Mobile Phone Number

Then proceed with the following steps.

1. Visit the DGFT website and proceed with registration process.
2. Enter the Registration Details.
3. Select Register User as “**Bank Officials**”
4. User has to select one out of the two Roles i.e. Administrator or Officer and Bank in the respective fields

Note: Reserve Bank Of India is also available in the “Select Bank” dropdown.

LOGIN REGISTER Fields with an asterisk (*) are mandatory.

Register User As*
Banks Officials

Select Role*
Administrator

Select Bank*
BANK OF BARODA

First Name*
ABCD

Last Name
TEST

Email ID*
ABCD@BOB.COM

Mobile No.*
9090909090

Pincode*
135001

District*
YAMUNANAGAR

State*
HARYANA

City*
ynr

Click or Drag and Drop file to upload

Uploaded Size : 0.00 MB

Note: Maximum 5 Attachment of 5 MB Allowed (Only PDF,JPG are allowed)

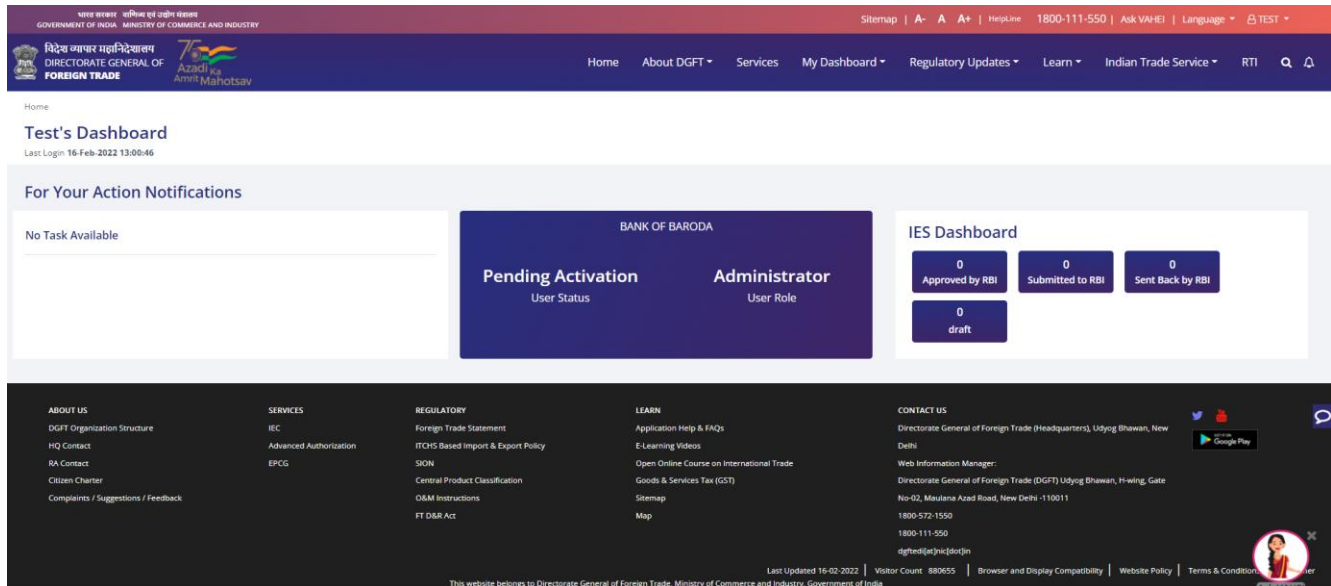
The screenshot displays the 'REGISTER' page. At the top, a yellow banner states 'OTP sent successfully'. Below this, the 'REGISTER' heading is underlined. The form contains several input fields: 'First Name *' (filled with 'PRASHANT'), 'Last Name *' (filled with 'SEHGAL'), 'Email ID *' (redacted), and 'Mobile No. *' (redacted). Below these are two fields for OTPs: 'Enter Mobile OTP *' and 'Enter Email OTP *', both containing the placeholder text 'Enter Mobile OTP' and 'Enter Email OTP' respectively. A red box highlights these two OTP input fields. To the right of the OTP fields is a timer showing '1 : 55'. Below the OTP fields are two buttons: 'Back' and 'Register'. A green callout bubble points to the 'Register' button with the text 'Click on Register'. Another green callout bubble points to the OTP input fields with the text 'Enter OTP's received'.

5. Enter the OTPs received on email and mobile number.
6. Upon Successful validation of the OTP, you shall receive a notification containing the temporary password which you need to change upon first login.

4. Section – 1 Bank User (Other than RBI Officials)

❖ Introduction to the home screen:

As the new user on-boards the DGFT Portal the first screen displayed is the Dashboard screen as shown below:



The bank user Dashboard screen can majorly be divided into three sections:

1. First section is left part of the screen wherein a notification of any new file assigned to the user will appear.
2. Center of the screen can be regarded as the second section where the details like its user status, name of the bank as specified during registration process and the user role (Administrator/Officer) will be displayed.
3. Third section is the right-most part of the screen where different tiles namely “Approved by RBI”, “Submitted by RBI”, “Send back by RBI” and “draft” are available. These tiles act as navigation button to view specific type of files. These tiles also contain a count which shows the number of files available in that specific category.

❖ Activation of a User :

There can be two cases of user activation, which are explained below:

1. Administrator user’s account activation request is sent to the concerned DGFT Policy Cell on the DGFT Back Office Portal. This is a onetime process. After activation of the administrator, the Administrator can activate other bank officials of the same bank. This can be performed as shown below:

Step 1: Go to My Dashboard → User Management

Step 2: The user account to be activated can be searched using search parameters available. An open search can also be done which will display all the users of that bank irrespective of their Status.

Step 3: All the users yet to be activated have Status as “Pending Activation”, while the activated ones will have status as “Active”.

Step 4: Click on “Action” button against the user to be activated, in the action dropdown user will have to click on “View and Activate User” button.

#	Bank Name	Email	User Name	Role	Status	Last Login	Date Activated / Inactive	DSC Registered	Action
1	BANK OF BARODA	testadmin1@bob.com	TEST BOB	Administrator	Pending Activation	16/02/2022 13:38:20			Action
2	BANK OF BARODA	testadmin2@bob.com	TESTT BOB	Administrator	Active	16/02/2022 14:25:57	15/02/2022 12:47:50		Action
3	BANK OF BARODA	testofficer1@bob.com	DJ bob	Officer	Active	16/02/2022 13:40:12	15/02/2022 13:32:43		Action

Step 5: The next screen will contain all the details of the new bank user in view-only mode. On this page the administrator user has to mandatorily put in the remarks and Accept or Reject the activation of user based upon his understanding.

Administrator

BANK OF BARODA

Designation

First Name*

Middle Name

Last Name

Enter Designation

TEST

Enter Middle Name

BOB

Mobile No.*

Secondary Mobile No

Email ID(this will be the User ID)*

+91

+91

testadmin1@bob.com

Secondary Email Id

Address Line1

Address Line2

Enter Email ID

Enter address Line1

Enter address Line2

Pincode*

District*

State*

135001

YAMUNANAGAR

HARYANA

City*

YAMUNANAGAR

Sr. No.	File Name	Action
1	certificateOfIEC (1).pdf	

Remarks*

Enter Remarks

Approve

Reject

Close

❖ Office Management:

Office Management is an optional feature for banks. This functionality allows bank officers to add **registered**, **regional** and sub-regional/local offices. An on-board bank user can be mapped to these offices once they are created.

To create an office follow the given below steps:

Step – 1: Go to My Dashboard → Office Management

Step – 2: Click on “Add Office” button.

Testt's Dashboard
Last Login: 17-Feb-2022 18:35:54

Office Management

Add Office

Bank Code * Bank Name *

Search:

S.No	Office Type	Office Name	Office Code	GSTIN	Address Line 1	Address Line 2	City	Pin Code	District	State	Telephone No	Email	Status	Start Date	Action
1	Sub-Regional / Local Office	XYZ	001	GHK78961	Civil lines	near highway	moradabad	135001	YAMUNANAGAR	HARYANA	9998889988	abcd@abcd.com	Active	01/02/2022	Action

Showing 1 to 1 of 1 entries

Previous 1 Next

Step – 3: Fill the form with appropriate details as shown below and click on submit button.
Please Note: All the fields with asterisk (*) symbols are mandatory.

Office Type *

Office Name *

Office Code

GSTIN *

Address Line 1 *

Address Line 2 *

City *

Pincode *

District *

State *

Email *

Telephone (STD Code-Telephone) *

Status *

Start Date *

Step – 4: Added bank office will be displayed in the grid and a success message will be displayed on the screen. A provision to download office details as displayed in the grid into an excel or pdf file is also provided. If the user clicks the “Excel” button an excel file will be downloaded and if the “PDF” button is clicked then a pdf file containing all the results will be downloaded in the system of user.

✓ **Success Message**
 Office Details is added successfully

Office Management

Add Office

Bank Code *

Bank Name *

Add Office

PDF
Excel

Search:

S.No	Office Type	Office Name	Office Code	GSTIN	Address Line 1	Address Line 2	City	Pin Code	District	State	Telephone No	Email	Status	Start Date	Action
1	Sub-Regional / Local Office	XYZ	001	GHK78961	Civil lines	near highway	moradabad	135001	YAMUNANAGAR	HARYANA	9998889988	abcd@abcd.com	Active	01/02/2022	Action
2	Registered Office	XYZ	002	12344	Vasant nagar	main road	delhi	135001	YAMUNANAGAR	HARYANA	9899889999	abcd@xyz.com	Active	01/02/2022	Action

❖ Filling the Claim Return Application:

The bank official would primarily require the UIN number for filling the claim return. This UIN number is obtained from the Importer/Exporter in offline process.

It is to be noted that in single Claim Return Application the bank user can add multiple UINs and if the number of UINs exceeds 25, then the functionality of Bulk Upload can be used. This will be discussed in detail further in this user manual.

Follow the steps given below to fill Claim Return Application:

1. Go to <https://dgft.gov.in> and login with the valid credentials.
2. Click on My Dashboard → IES Application Room

The screenshot shows the DGFT portal interface. At the top, there is a navigation bar with links: Home, About DGFT, Services, **My Dashboard** (highlighted with a red box), Regulatory Updates, Learn, Indian Trade Service, and RTI. Below the navigation bar, the 'My Dashboard' dropdown menu is open, showing options: Office Management, User Management, View and Register Digital Signature Token, and **IES Application Room** (indicated by a blue arrow). The main content area displays 'Testt's Dashboard' with a last login time of 17-Feb-2022 18:35:54. It includes a section for 'For Your Action Notifications' with four entries about file assignments. A central card for 'BANK OF BARODA' shows 'Active User Status' and 'Administrator User Role'. To the right, the 'IES Dashboard' shows statistics: 1 Approved by RBI, 0 Submitted to RBI, 1 Sent Back by RBI, and 25 draft. The footer contains various links under categories: ABOUT US, SERVICES, REGULATORY, LEARN, and CONTACT US.

3. Now a single screen application form will open. This screen comprises of various fields that needs to be filled in by the bank officer. The first part of this form is titled as “Return Details”. In this section of the form user will have to fill the “claim period” and all the remaining fields like Bank Name, ARN Number and File Status will be auto-populated except for file number which is only generated at the time of submission of file.

Return Details

Notes

1. User is advised to Save Draft at regular intervals to prevent any data loss.
2. You can Preview the Draft Application before submission.
3. You can submit the claim return for internal review within bank before submitting to RBI.
4. You can also directly submit the file to RBI for processing.

Bank Name
BANK OF BARODA

ARN Number
ARNIESCCLAIM03917757AM22

File Status
Draft

File Number
File Number is generated once return is submitted to RBI.

Claim Period *
From Date To Date

Note:
Enter the claim period for which return is being prepared.

4. Next section is the “Cases tagged to claim return”. Any number of claim returns to be filled is inserted in this part of the form. Multiple UINs can be added in a single application. Click on “Add Claim” button if in case there are less 25 entries and enter the UIN number in the given field else user can use bulk upload functionality. Only excel file with extension .xlsx or .xls is allowed to process through bulk upload utility. You may download the template provided by clicking on “Download Sample Excel” button available next to bulk upload button.

Cases Tagged to Claim Return

Note:

- 1) You can attach multiple cases to a return.
- 2) You can add cases manually one by one or use the bulk upload utility to attach.
- 3) System will update the UIN and other details as per data available and populate automatically.
- 4) To view IES application filed by Exporter, click on the UIN Number.
- 5) It is recommended to use Bulk Upload feature in case the number of cases to be attached is more than 25.

Add Claim **Bulk Upload** **Download Sample Excel**

Note:

- 1) Enter the UIN to validate the details.

Unique ID Number (UIN) *

IEC

Firm Name

Nature of Concern / Firm

Exporter Type

5. As the UIN number is filled in, all the fields will auto-populate as shown below. These details were entered by the Importer/Exporter IES application corresponding to which the UIN number was generated.

Note:

1) Enter the UIN to validate the details.

Unique ID Number (UIN) *

IES00000022AM22

IEC

2993001221

Firm Name

A C BROTHERS

Nature of Concern / Firm

Partnership

Exporter Type

Manufacturer Exporter

MSME DETAILS

Search:

Sl. No.	Registration Number	Registration Type	Date of Issue	Issuing Authority	Products for which registered
1	090041208344 PART-2	SSI (Small Scale Industry)	07/03/2015	07-03-2015	HANDICRAFT

Showing 1 to 1 of 1 entries

Previous 1 Next

APPLICATION DETAILS

Sector

Handicraft

Amount of Interest Equalization Reimbursement Claimed (INR)

10000

Tenure of Loan (in Months)

200

% of Interest Rate Subvention Claim

3000

Total Loan Amount(INR) (as applied by exporters)

4000000000000

6. Next the user has to add some mandatory details like Export Quantity, Total Loan Amount, Loan Tenure, Standard Rate of Interest, Effective Rate of Interest and Subvention Rate of Interest followed by entering the Remarks which are optional. Then click on “Add Details” button to add the grid below.

Export Quantity

1234567

Total Loan Amount Disbursed (as sanctioned by bank officer) *

9700000

Loan Tenure (in day(s)) *

456

Standard Rate of Interest (in %) *

10

Effective rate of interest (in %) *

9.5

Subvention rate of interest provided (in %) *

8.8

Remarks (if any)

NONE

Reset

Add Details

Search:

Sr. No.	Unique ID Number (UIN)	Export Quantity	Total Loan Amount Disbursed (as sanctioned by bank officer)	Loan Tenure (in day(s))	Standard Rate of Interest (in %)	Effective rate of interest (in %)	Subvention rate of interest provided (in %)	Action
1	IES00000022AM22	1234567	98989898	123	8765	98756	5679	 

Showing 1 to 1 of 1 entries

Previous 1 Next


Number of Claims

1

Total Loan Amount Disbursed (as sanctioned by bank officer)

98989898

7. Next step involves adding the attachment to the Claim Return Application. This is a mandatory step so as to take any desired action on the application. The attachment can only be of PDF format and its size must not exceed 5MB.

Attachments Click or Drag and Drop file to upload

Uploaded Size : 0.00 MB

Note: Maximum 10 Attachment of 5 MB Allowed (Only pdf are allowed)

Note:

1) External auditor certificate is mandatory to be uploaded.

2) Please upload legible / readable documents.

3) Allowed File Types = PDF; File Size = 5 MB TOTAL FILES: Maximum Files Allowed for Upload = 10.

8. Last step in the application is “Declaration” section wherein user has to tick the checkbox.

Declaration

☐ I hereby declare that the information provided in the file has been validated and is correct. *

Name

TESTT BOB

Designation

Email

testadmin2@bob.com

Place

YAMUNANAGAR

IP

192.168.136.36

File Date

17/02/2022

Notes

1. User is advised to Save Draft at regular intervals to prevent any data loss.
2. You can Preview the Draft Application before submission.
3. You can submit the claim return for internal review within bank before submitting to RBI.
4. You can also directly submit the file to RBI for processing.

Save Draft

Preview

Send to Another User

Submit to RBI

Back

After completing all the steps mentioned above the user can take multiple actions like saving application as draft, sending the application to another active user of the same bank and submitting the application to RBI. These actions will be discussed in detail in forthcoming sections of this module.

❖ Actions on Claim Return Application:

Certain actions can be performed on claim return application. All these actions are explained below one by one.

- **Save Draft :** Clicking on the “Save draft” button will save the application created for future references. This draft will be saved by default in the work-list of the user that created it. To view a draft saved, go to My Dashboard → IES Application and search the draft with the given search parameters like claim period, status and UIN number else an empty search can also be done. Draft files will have status as Draft and these drafts can be deleted or their summary can be printed by clicking on Delete and Print Summary button respectively in the Action dropdown corresponding to the file.

File No	Application No	File Date	Claim Period	Number of Claims	Total Loan Amount Disbursed (as sanctioned by bank officer)	Status	Pending With / Closed By	Action
	ARNIESCLAIM03917757AM22	17/02/2022	-			Draft		Action
	ARNIESCLAIM03917680AM22	17/02/2022	-			Draft		Action
	ARNIESCLAIM03917677AM22	17/02/2022	-			Draft		<div> Delete Print Summary </div>
	ARNIESCLAIM03917630AM22	17/02/2022	-			Draft		Action
	ARNIESCLAIM03917621AM22	17/02/2022	-			Draft		Action

- **Preview :** Clicking on “Preview” button simply opens up the application in a view-only mode.
- **Send to Another User :** This functionality provides the user an option to send the application to another active user of the same bank. For sending file to another user click on “Send to Another User” followed by entering the remarks and selecting the user the file has to be sent to. A unique file number will be generated at the end.
Please note: One bank user cannot send the file to user of different bank.

SEND TO ANOTHER

Remarks : *

XYZ

Send*

Please Select

Please Select

DJ bob,Officer

Submit

- **Send to RBI :** After all the details in the application are filled, the file is sent to the RBI for further processing. This can be done by clicking the “Submit to RBI” button and then entering the remarks. The files submitted to RBI will have status “In Progress”.

SEND TO RBI

Remarks : *

XYZ

Sign

File No	Application No	File Date	Claim Period	Number of Claims	Total Loan Amount Disbursed (as sanctioned by bank officer)	Status	Pending With / Closed By	Action
BKBARIESCLMF00338251AM22	ARNIESCCCLAIM03917709AM22	17/02/2022	01/02/2022-02/02/2022	1	100	In Progress	RBI TEST	Action
BKBARIESCLMF00338192AM22	ARNIESCCCLAIM03917381AM22	16/02/2022	01/02/2022-28/02/2022	1	1212	In Progress	Naimish RBI	Action
BKBARIESCLMF00338167AM22	ARNIESCCCLAIM03917298AM22	16/02/2022	01/02/2022-05/02/2022	1	222	In Progress	Naresh jsohipara	Action
BKBARIESCLMF00338157AM22	ARNIESCCCLAIM03917277AM22	15/02/2022	01/02/2022-05/02/2022	1	222	In Progress	Naresh jsohipara	Action

Showing 1 to 4 of 4 entries

Previous 1 Next

❖ Viewing and Tracking Submitted Application:

As and when a bank user sends an application (to RBI/Another User) a unique file number is generated. Using this file number the user can not only track an application but also view the file history and the remarks given on the file by other users.

Step-by-Step process to track a file and view history is explained below:

Step -1: Go to My Dashboard → IES Application Room

Step -2: Enter the file number obtained after submitting the file in the “File No” field and click and search button.

Home / My Dashboard

IES Application Room
Last Login 18-Feb-2022 15:16:23

IES Application Room

Bank Name: BANK OF BARODA

File No:

Status: Please Select

File Date: From Date To Date

Claim Period: From Date To Date

UIN:

Search Q Reset Start Fresh Application

Note:

- 1) You can search and track all the applications from here.
- 2) To file a new claim return, click on start fresh application.
- 3) Option to upload multiple claims in a return is available under the file details.

Step – 3: As the user presses the Search button the result file will be displayed in a grid on the same screen as shown in the picture below.

Bank Name: BANK OF BARODA

File No: BKBARIESCLMF00338268AM22

Status: Please Select

File Date: From Date To Date

Claim Period: From Date To Date

UIN:

Search Q Reset Start Fresh Application

Note:

- 1) You can search and track all the applications from here.
- 2) To file a new claim return, click on start fresh application.
- 3) Option to upload multiple claims in a return is available under the file details.

Excel

Search:

File No	Application No	File Date	Claim Period	Number of Claims	Total Loan Amount Disbursed (as sanctioned by bank officer)	Status	Pending With / Closed By	Action
BKBARIESCLMF00338268AM22	ARNIESCLAIM03917757AM22	18/02/2022	01/02/2022-05/02/2022	1	222	In Progress	Naimish RBI	Action <ul style="list-style-type: none"> Pull to Worklist View File History Print Summary

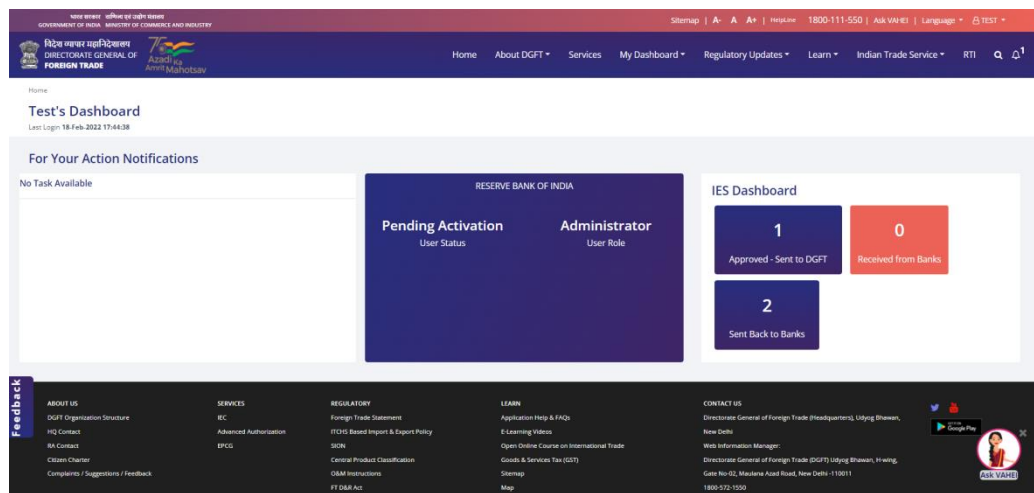
Showing 1 to 1 of 1 entries

Step – 4: To view the file history, click on the “Action” button against the result file. In the Action button dropdown click on “View File History” button. This will display the whole history of the file.

5. Section – 2 Bank User (RBI Officials)

❖ Introduction to the home screen:

As the new RBI user on-boards the DGFT Portal the first screen displayed is the Dashboard screen as shown below:



The bank user Dashboard screen can majorly be divided into three sections:

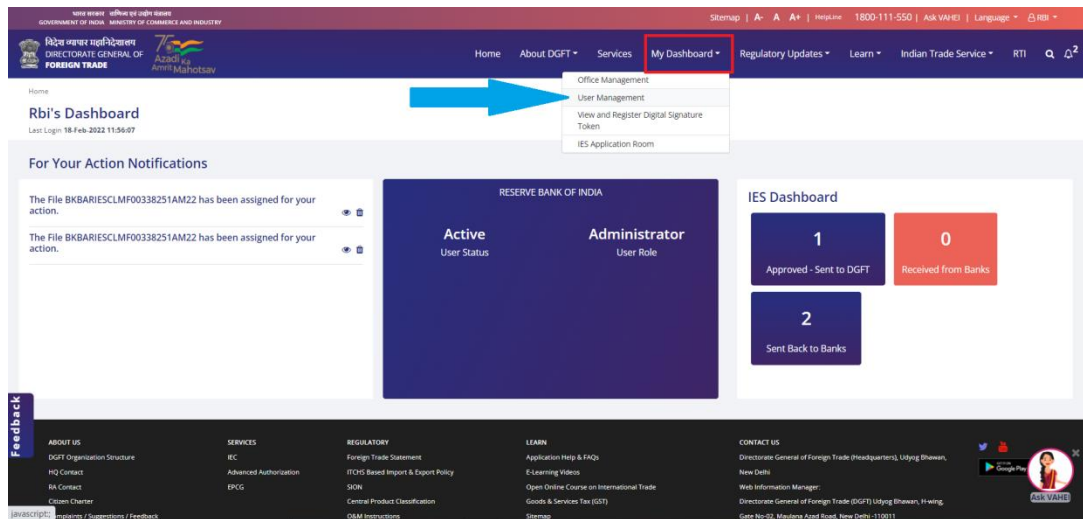
1. First section is left part of the screen wherein a notification of any new file assigned to the user will appear.
2. Center of the screen can be regarded as the second section where the details like its user status, name of the bank as specified during user registration and the user role (Administrator/Officer) will be displayed.
3. Third section is the right-most part of the screen where different tiles namely “Approved – Sent to DGFT”, “Received from Banks” and “Sent back to Banks” are available. These tiles act as navigation button to view specific type of files. These tiles also contain a count which shows the number of files available in that specific category.

❖ Activation of a User :

There can be two cases of user activation, which are explained below:

1. Administrator user’s account activation request is sent to DGFT Policy Cell on the DGFT Back Office Portal. This is a one-time process. After activation of administrator, the Administrator can activate other officials of the same bank.

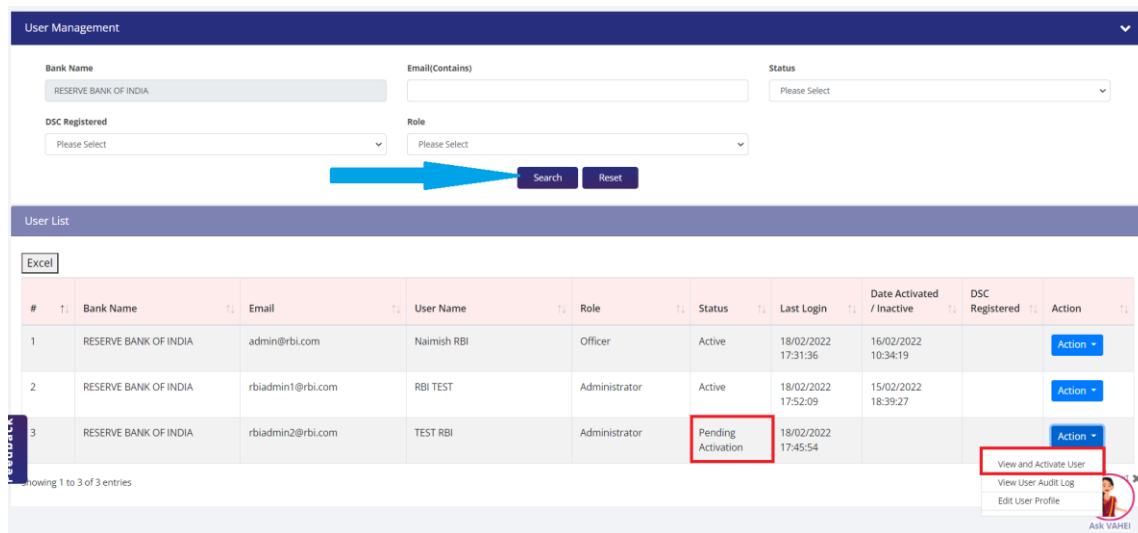
Step 1: Go to My Dashboard → User Management



Step 2: The user account to be activated can be searched using various search parameters available or the open search can also be done which will display all the users irrespective of their Status.

Step 3: All the users yet to be activated have Status as “Pending Activation”, while the activated ones will have status as “Active”.

Step 4: Click on “Action” button against the user to be activated, in the action dropdown user will have to click on “View and Activate User” button.



Step 5: The next screen will contain all the details of the new bank user in view-only mode. On this page the administrator user has to mandatorily put in the remarks and Accept or Reject the activation of user based upon his understanding.

Administrator
BANK OF BARODA

Designation
Enter Designation
First Name*
TEST
Middle Name
Enter Middle Name
Last Name
BOB

Mobile No.*
+91
Secondary Mobile No
+91 Enter Mobile Number
Email ID(this will be the User ID)*
testadmin1@bob.com

Secondary Email Id
Enter Email ID
Address Line1
Enter address Line1
Address Line2
Enter address Line2

Pincode*
135001
District*
YAMUNANAGAR
State*
HARYANA

City*
YAMUNANAGAR

Sr. No.	File Name	Action
1	certificateOfIEC (1).pdf	

Remarks*:
Enter Remarks

Approve Reject

Close

❖ Office Management:

Office Management is an optional feature for banks. This functionality allows bank officers to add **registered** and **regional** offices. An on-board bank user can be mapped to these offices once they are created.

To create an office follow the given below steps:

Step – 1: Go to My Dashboard → Office Management

The screenshot shows the RBI's Dashboard interface. At the top, there is a navigation bar with links: Home, About DGFT, Services, My Dashboard (highlighted with a red box and a blue arrow), Regulatory Updates, Learn, Indian Trade Service, RTI, and a search icon. Below the navigation bar, the 'My Dashboard' dropdown menu is open, showing options: Office Management (highlighted with a blue arrow), User Management, View and Register Digital Signature Token, and IES Application Room. The main content area displays 'For Your Action Notifications' with two messages about file assignments. Below this, there are two large blue boxes: 'Active User Status' and 'Administrator User Role'. To the right, there is an 'IES Dashboard' with three statistics: 'Approved - Sent to DGFT' (1), 'Received from Banks' (0), and 'Sent Back to Banks' (2). The footer contains various links and contact information.

Step – 2: Click on “Add Office” button.

Testt's Dashboard
Last Login: 17-Feb-2022 18:35:54

Office Management

Add Office

Bank Code * Bank Name *

Search:

S.No	Office Type	Office Name	Office Code	GSTIN	Address Line 1	Address Line 2	City	Pin Code	District	State	Telephone No	Email	Status	Start Date	Action
1	Sub-Regional / Local Office	XYZ	001	GHK78961	Civil lines	near highway	moradabad	135001	YAMUNANAGAR	HARYANA	9998889988	abcd@abcd.com	Active	01/02/2022	Action

Showing 1 to 1 of 1 entries

Previous 1 Next

Step – 3: Fill the form with appropriate details as shown below and click on submit button.
Please Note: All the fields with asterisk (*) symbols are mandatory.

Office Type *

Office Name *

Office Code

GSTIN *

Address Line 1 *

Address Line 2 *

City *

Pincode *

District *

State *

Email *

Telephone (STD Code-Telephone) *

Status *

Start Date *

Step – 4: Added bank office will be displayed in the grid and a success message will be displayed on the screen. A provision to download Office details as displayed in the grid into an excel or pdf file is also provided. If the user clicks the “Excel” button an excel file will be downloaded and if the “PDF” button is clicked then a pdf file containing all the results will be downloaded in the system of user.

✓ **Success Message**
Office Details is added successfully

Office Management

Add Office

Bank Code *
 Bank Name *

Search:

S.No	Office Type	Office Name	Office Code	GSTIN	Address Line 1	Address Line 2	City	Pin Code	District	State	Telephone No	Email	Status	Start Date	Action
1	Sub-Regional / Local Office	XYZ	001	GHK78961	Civil lines	near highway	moradabad	135001	YAMUNANAGAR	HARYANA	9998889988	abcd@abcd.com	Active	01/02/2022	Action
2	Registered Office	XYZ	002	12344	Vasant nagar	main road	delhi	135001	YAMUNANAGAR	HARYANA	9899889999	abcd@xyz.com	Active	01/02/2022	Action

Feedback

Ask VAHEI

❖ Processing Claim Return Application:

A notification appears in the notification section on the home screen if any new Claim Return Application is submitted to the RBI by the banks. This application can be viewed and processed in the following manner:

Step – 1: Go to My Dashboard → IES Application room

Sitemap | A- A+ | Helpline: 1800-111-550 | Ask VAHEI | Language | RBI

विदेश व्यापार महानिदेशालय
DIRECTORATE GENERAL OF
FOREIGN TRADE

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Rbi's Dashboard
Last Login 18-Feb-2022 11:56:07

For Your Action Notifications

The File BKBARIESCLMF00338251AM22 has been assigned for your action.

The File BKBARIESCLMF00338251AM22 has been assigned for your action.

RESERVE BANK OF INDIA

Active
User Status

Administrator
User Role

IES Dashboard

1
Approved - Sent to DGFT

0
Received from Banks

2
Sent Back to Banks

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IEC
Advanced Authorization
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Foreign Trade Statement
ITCHS Based Import & Export Policy
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Central Product Classification
O&M Instructions

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Sitemap

CONTACT US
Directorate General of Foreign Trade (Headquarters), Udyog Bhawan, New Delhi
Web Information Manager:
Directorate General of Foreign Trade (DGFT) Udyog Bhawan, H-wing,
Gate No-02, Maulana Azad Road, New Delhi -110011

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Step – 2: In the given search parameters enter the file number or search can be done using any parameter as desired by the RBI user. An empty search is also possible, this means clicking the search button without filling any of the search parameters. This will display all the files in the user's worklist at the moment.

Bank Name: Please Select

File No: BKBARIESCLMF00338251AM22

Status: Please Select

File Date: From Date To Date

Claim Period: From Date To Date

UIN:

Search [Q] Reset

Note:

- 1) You can search and track all the applications from here.
- 2) To file a new claim return, click on start fresh application.
- 3) Option to upload multiple claims in a return is available under the file details.

Excel

Search:

File No	Application No	File Date	Claim Period	Number of Claims	Total Loan Amount Disbursed (as sanctioned by bank officer)	Status	Pending With / Closed By	Action
BKBARIESCLMF00338251AM22	ARNIESCLAIM03917709AM22	17/02/2022	01/02/2022-02/02/2022	1	100	In Progress	RBI TEST	Action

Showing 1 to 1 of 1 entries

Previous

Step – 3: All the details of the result file will appear in the grid. Click on the “file number”. This will open the Claim Return application filled by the bank in a view only mode. This means that RBI user can just validate the details filled but doesn't have the authority to change them.

Back

Return Details

Bank Name: BANK OF BARODA

ARN Number: ARNIESCLAIM03917709AM22

File Status: In Progress

File Number: BKBARIESCLMF00338251AM22

Claim Period: 01/02/2022 - 02/02/2022

Cases Tagged to Claim Return

Sr. No.	Unique ID Number (UIN)	Export Quantity	Loan Amount Disbursed (INR)	Total Loan Amount Disbursed (as sanctioned by bank officer)	Loan Tenure (in day(s))	Standard Rate of Interest (in %)	Effective rate of Interest (in %)
1	IES0000046AM22	100	100	100	100	100.0	100.0

Number of Claims: 1

Loan Amount Disbursed (INR): 100

Total Loan Amount Disbursed (as sanctioned by bank officer): 100

Attachment

Attachment Type

View

External auditor certificate

view

Declaration

I hereby declare that the information provided in the file has been validated and is correct.

Name

Dj bob

Designation

Email

testofficer1@bob.com

Place

YAMUNANAGAR

IP

0:0:0:0:0:0:1

File Date

17/02/2022

Send Back to Bank for Correction / Clarification

Submit to DGFT for Claim Processing

Reject

Send to Another User

Back

After validating the RBI user can take multiple actions like marking the application deficient and sending back to bank, submitting the application to DGFT for claim disbursement, sending file to another user for processing and rejecting the file. These actions will be discussed in detail in forthcoming sections of this module.

❖ **Actions on Claim Return Application:**

Certain actions can be performed on claim return application. All these actions are explained below one by one.

- **Send to Another User :** This functionality provides the user an option to send the application to another active users of the RBI. For sending file to another user click on “Send to Another User” followed by entering the remarks and selecting the user the file has to be sent to. A unique file number will be generated at the end.

Please note: One bank user cannot send the file to user of different bank.

SEND TO ANOTHER RBI USER

Remarks : *

Send To: *

Please Select

Please Select

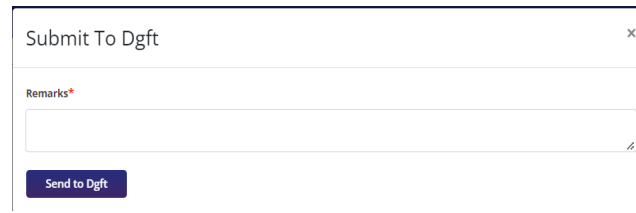
Naimish RBI Officer

Submit

DGFT Public

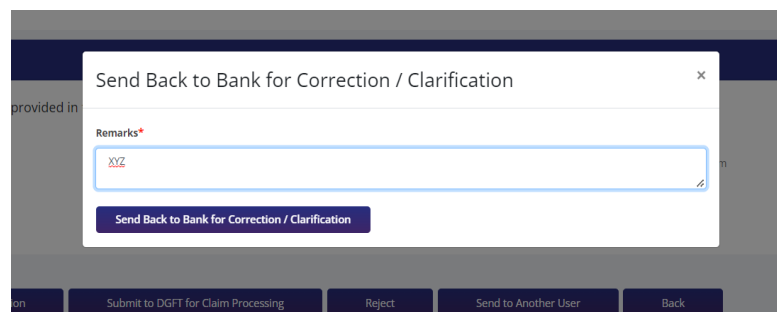
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- **Send to DGFT for claim processing :** If the RBI user has validated the file and is satisfied by the Claim Return application, the file is then submitted to the DGFT for the amount disbursal. This can be done by clicking the “Submit to DGFT for Claim Processing” button and then entering the remarks. The files submitted to DGFT will have status “Approved”.



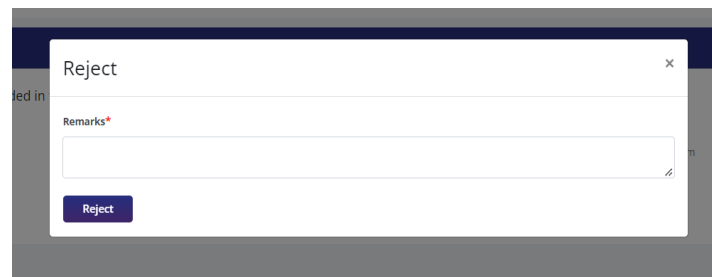
The screenshot shows a dialog box titled "Submit To Dgft" with a close button (X) in the top right corner. Inside the dialog, there is a label "Remarks*" followed by a text input field. Below the input field is a blue button labeled "Send to Dgft".

- **Send back to bank for Correction/Clarification:** If after validating the file, the RBI finds some deficiency in the file or needs some clarification then they can send the file back to bank for clarification or updation. The file sent back to the bank will be received by the bank official who submitted it to the RBI in the first place. This can be done by clicking the “Send back to bank for Correction/Clarification” button and then entering the remarks. The files sent to the bank will have status “Deficient”.



The screenshot shows a dialog box titled "Send Back to Bank for Correction / Clarification" with a close button (X) in the top right corner. Inside the dialog, there is a label "Remarks*" followed by a text input field containing the text "XYZ". Below the input field is a blue button labeled "Send Back to Bank for Correction / Clarification". In the background, a navigation bar is visible with buttons: "Submit to DGFT for Claim Processing", "Reject", "Send to Another User", and "Back".

- **Reject:** If RBI user takes a decision to mark the Claim return file rejected. To reject a file click on “Reject” button and enter the desired remarks for the rejection. The status of such file changes to “Rejected”.



The screenshot shows a dialog box titled "Reject" with a close button (X) in the top right corner. Inside the dialog, there is a label "Remarks*" followed by a text input field. Below the input field is a blue button labeled "Reject".

❖ Viewing and Tracking Submitted Application:

Every Claim Return file has a unique file number. Using this file number the user can not only track an application but also view the file history and the remarks given on the file by other users.

Step-by-Step process to track a file and view history is explained below:

Step -1: Go to My Dashboard → IES Application Room

Step -2: Enter the file number in the “File No” field and click and search button.

Home / My Dashboard

IES Application Room

Last Login 18-Feb-2022 17:52:09

IES Application Room

Bank Name:

File No:

Status:

File Date:

Claim Period:

UIN:

Note:

- 1) You can search and track all the applications from here.
- 2) To file a new claim return, click on start fresh application.
- 3) Option to upload multiple claims in a return is available under the file details.

Feedback

Step – 3: As the user presses the Search button the result file will be displayed in a grid on the same screen as shown in the picture below.

IES Application Room

Bank Name:

File No:

Status:

File Date:

Claim Period:

UIN:

Note:

- 1) You can search and track all the applications from here.
- 2) To file a new claim return, click on start fresh application.
- 3) Option to upload multiple claims in a return is available under the file details.

Search:

File No	Application No	File Date	Claim Period	Number of Claims	Total Loan Amount Disbursed (as sanctioned by bank officer)	Status	Pending With / Closed By	Action
BKBARIESCLMF00338254AM22	ARNIESCLAIM03917731AM22	17/02/2022	01/02/2022-28/02/2022	1	100	Approved	MD MOIN AFAQE	<input type="button" value="Action"/> <div> <input type="button" value="View File History"/> <input type="button" value="Print Summary"/> </div>

Showing 1 to 1 of 1 entries

Feedback

Step – 4: To view the file history, click on the “Action” button against the result file. In the Action button dropdown click on “View File History” button. This will display the whole history of the file.