विदेश व्यापार महानिदेशालय
DIRECTORATE GENERAL OF
FOREIGN TRADE

Directorate General of Foreign Trade

User Help File

Interest Equalization Scheme (IES) Bank User Manual

Version 3.0

AUGUST-2023

Table of Contents

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 theDGFT 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.

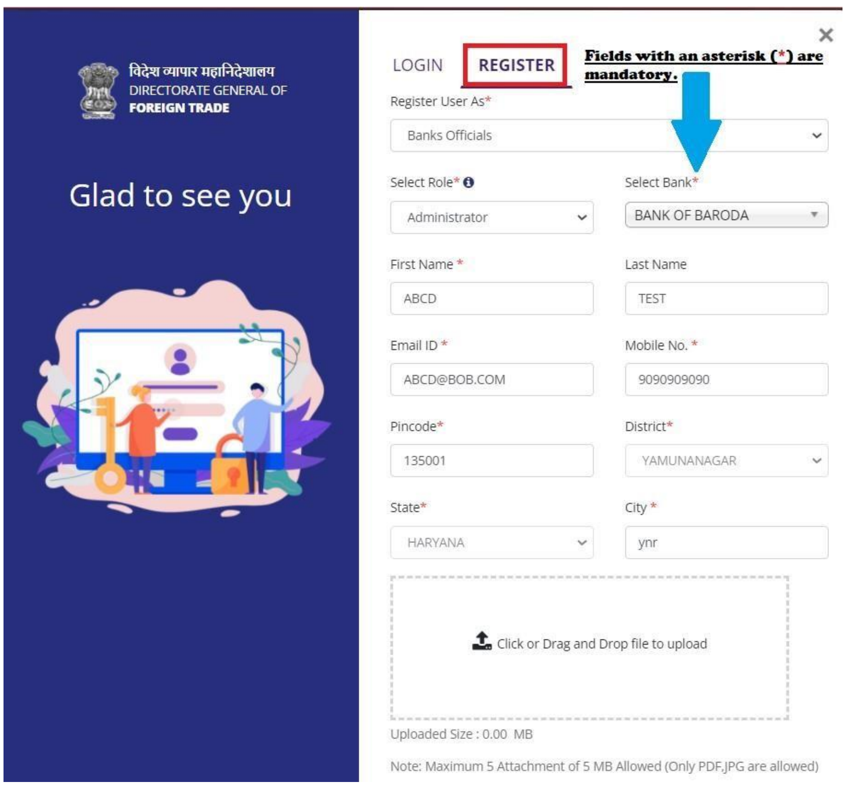
3. Registering on New Portal

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 must 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.

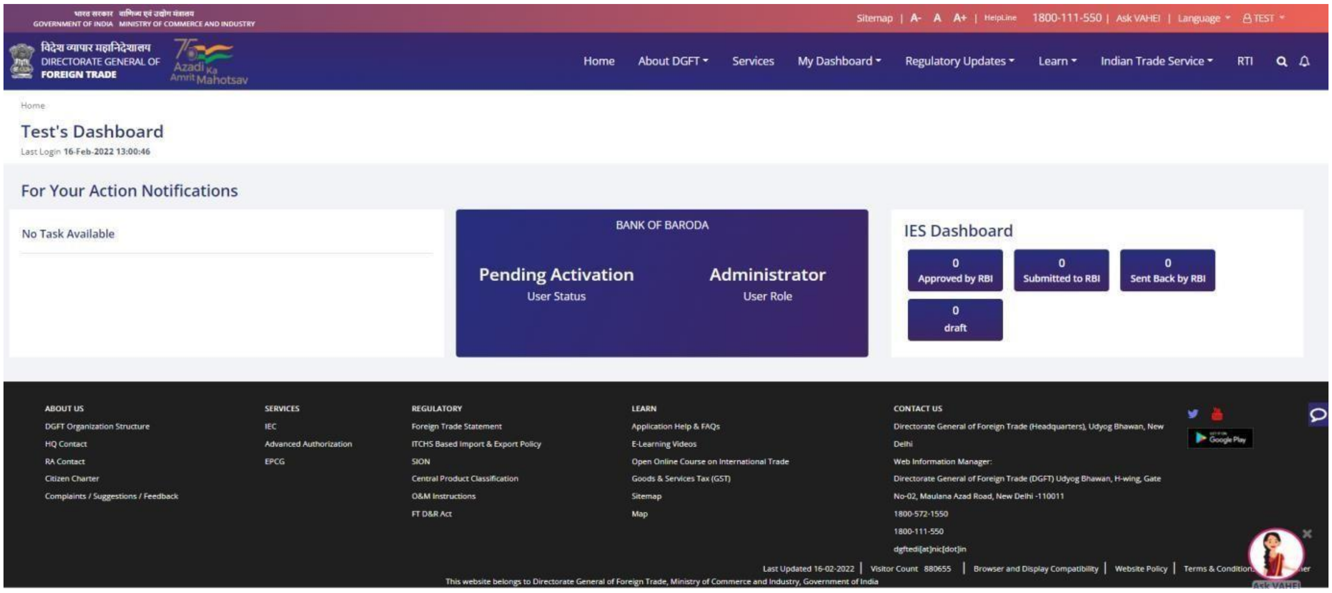


5. Enter the OTPs received on email and mobile number.
6. Upon Successful validation of the OTP, you shall receive a notification containing the temporary password which you need to change upon first login.

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:

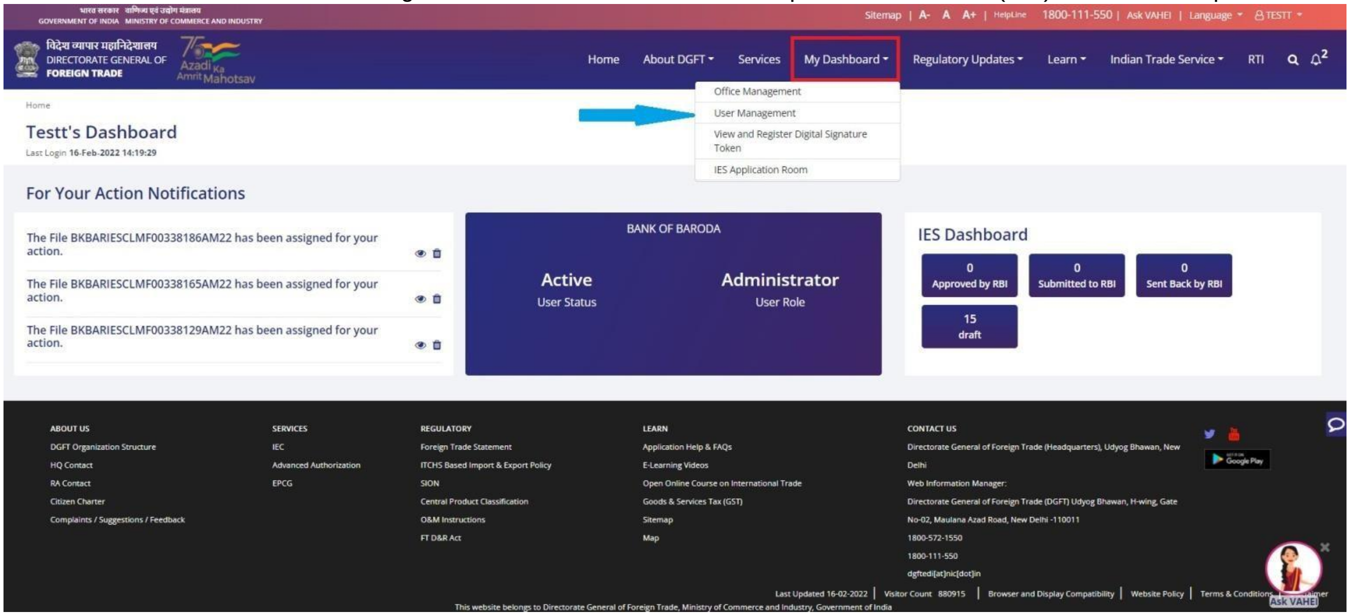
1. First section is left part of the screen wherein a notification of any new file assigned to the user will appear.
2. Center of the screen can be regarded as the second section where the details like its user status, name of the bank as specified during registration process and the user role (Administrator/Officer) 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 :

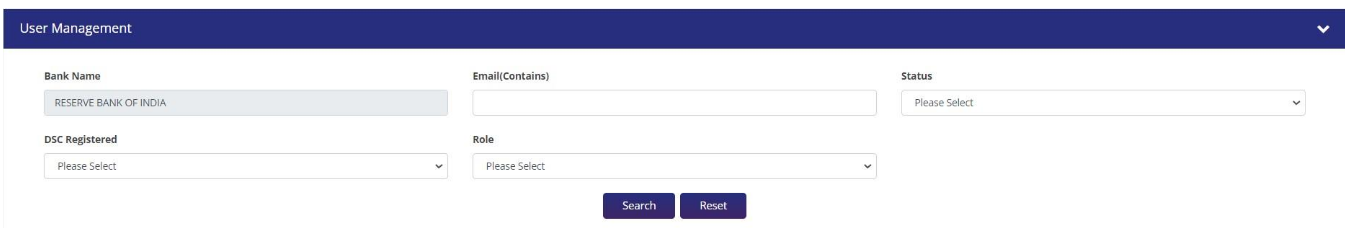
There can be two cases of user activation, which are explained below:

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

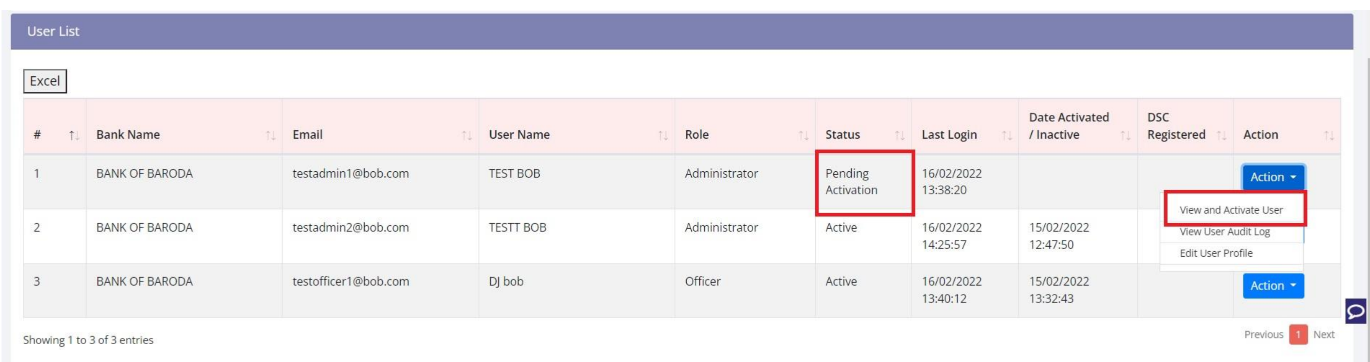


Step 2: The user account to be activated can be searched using search parameters available. An open search can also be done which will display all the users of that bank irrespective of their Status.



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.


User List

Excel

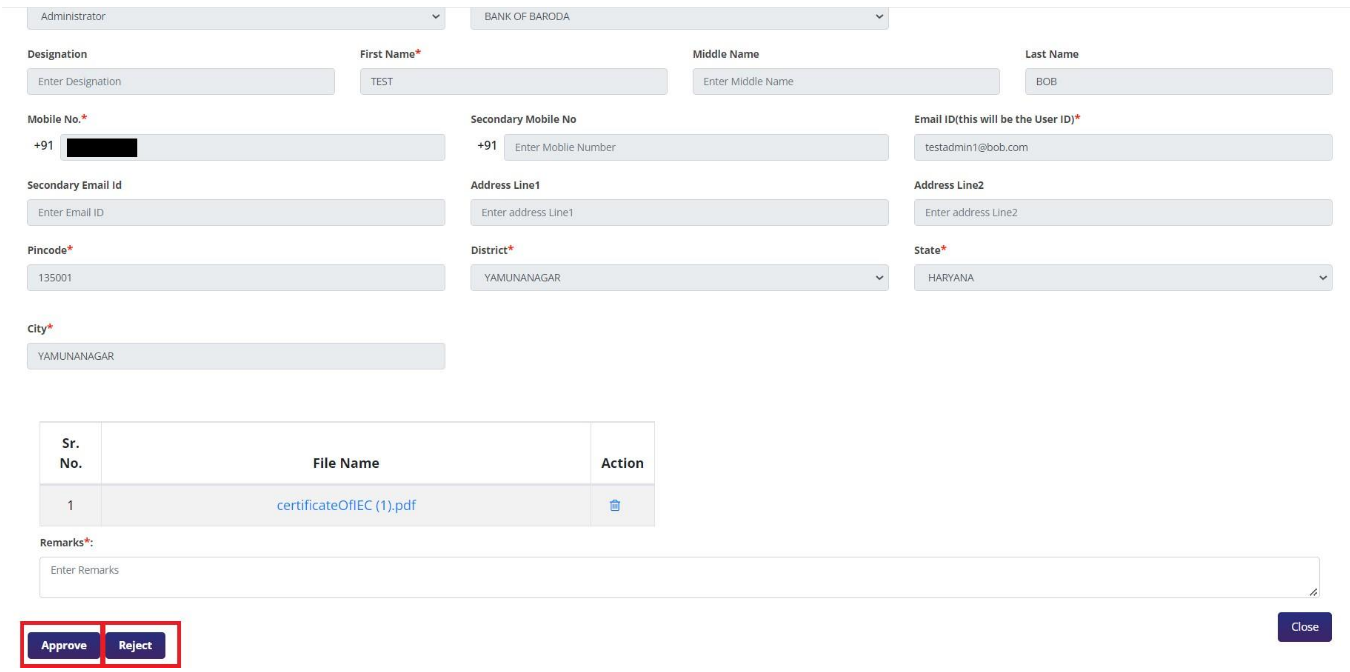
#	Bank Name	Email	User Name	Role	Status	Last Login	Date Activated / Inactive	DSC Registered	Action
1	BANK OF BARODA	testadmin1@bob.com	TEST BOB	Administrator	Pending Activation	16/02/2022 13:38:20			Action
2	BANK OF BARODA	testadmin2@bob.com	TESTT BOB	Administrator	Active	16/02/2022 14:25:57	15/02/2022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

View and Activate User
View User Audit Log
Edit User Profile

Showing 1 to 3 of 3 entries

Previous 1 Next

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.

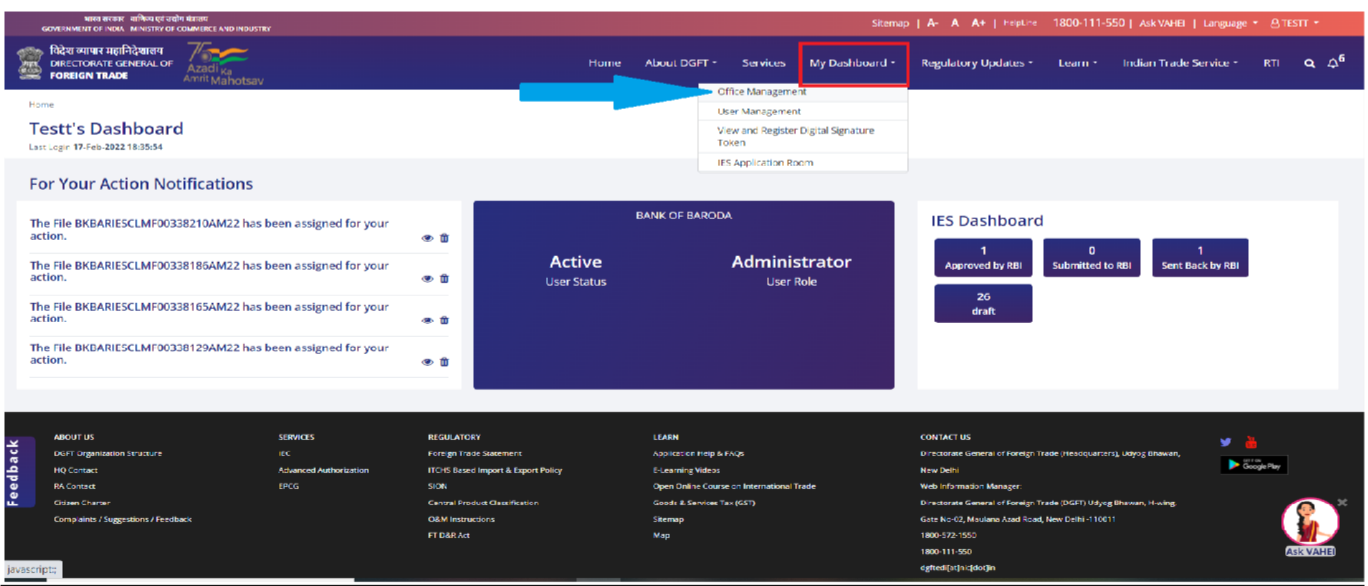


❖ Office Management:

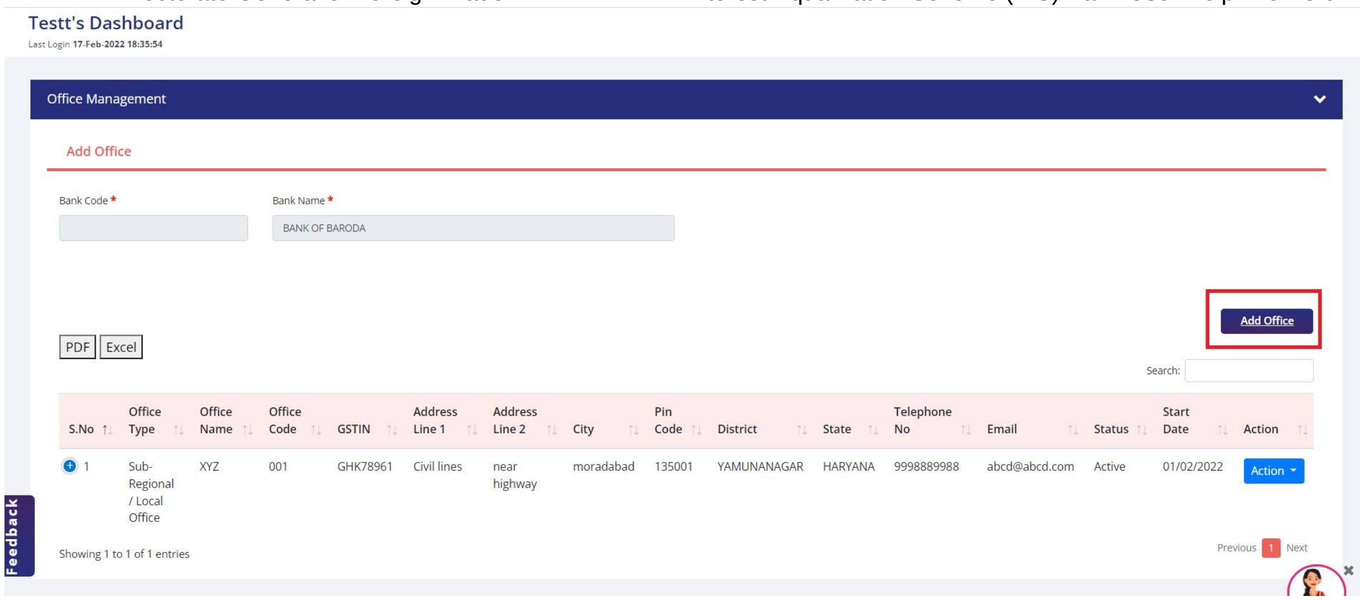
Office Management is an optional feature for banks. This functionality allows bank officers to add **registered, regional** and sub-regional/local offices. An on-board bank user can be mapped to these offices once they are created.

To create an office follow the given below steps:

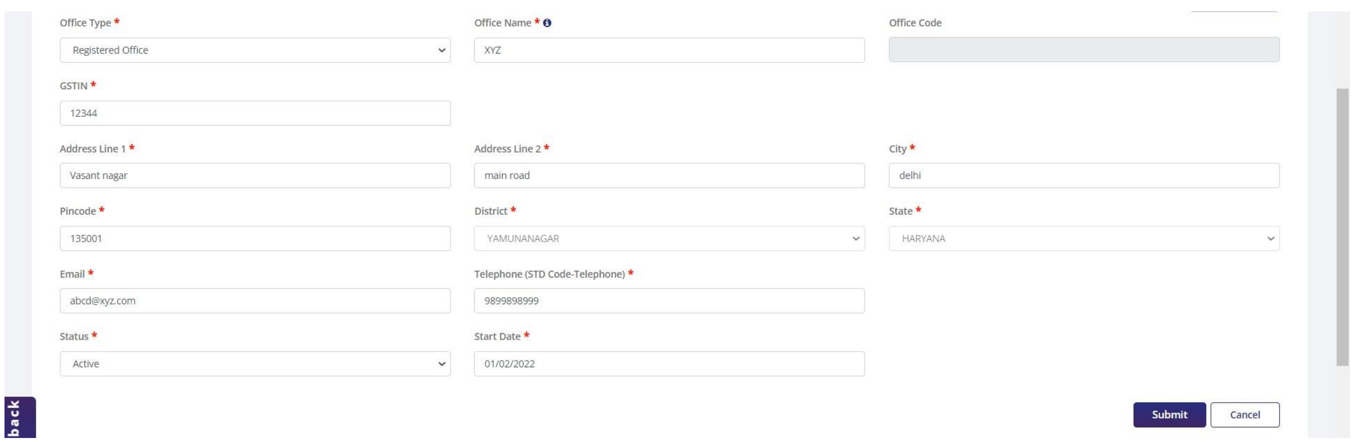
Step – 1: Go to My Dashboard → Office Management



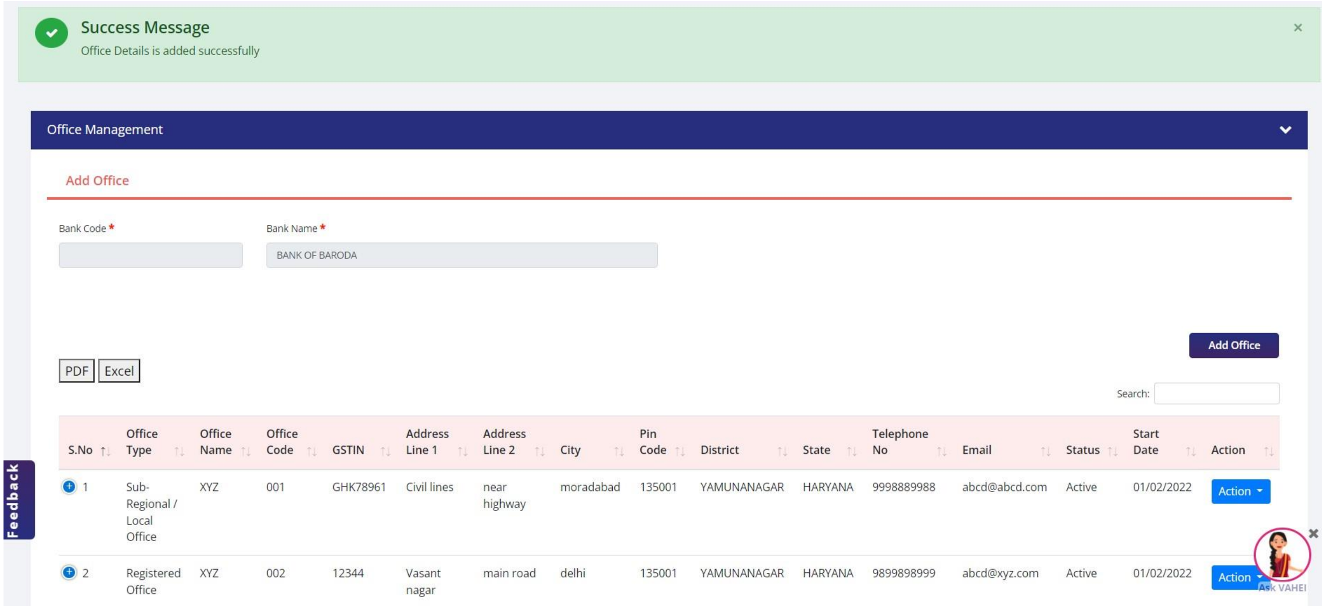
Step – 2: Click on "Add Office" button.



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



<u>Step – 4:</u> 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.



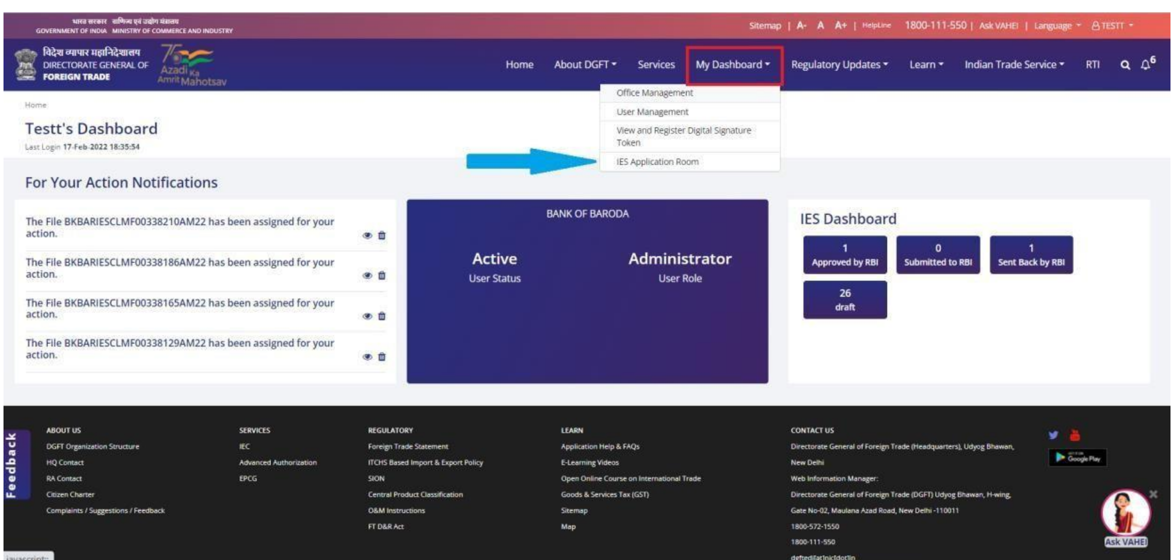
❖ Filling the Claim Return Application:

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.

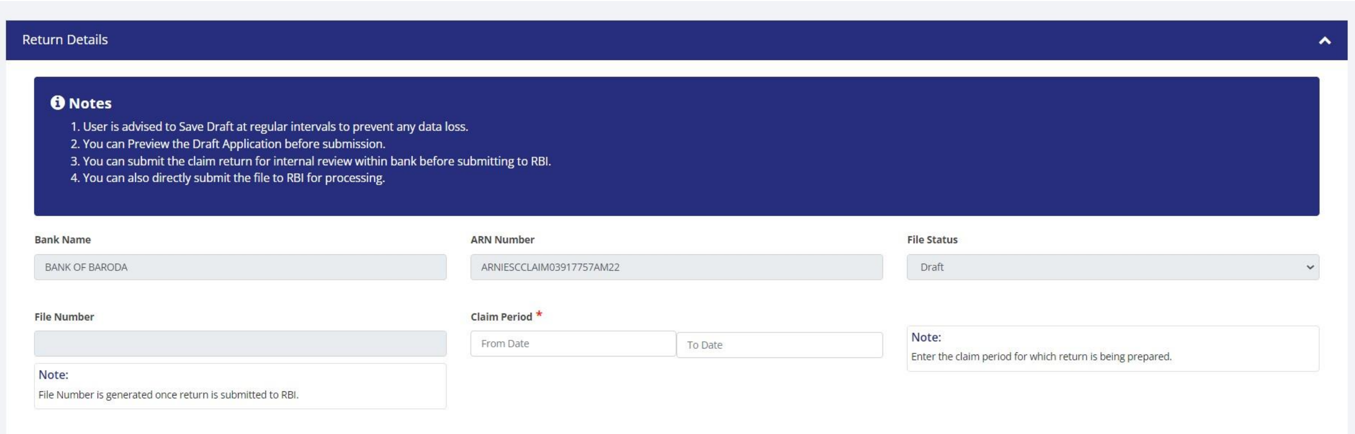
It is to be noted that in single Claim Return Application the bank user can add multiple UINs and if the number of UINs exceeds 25, then the functionality of Bulk Upload can be used. This will be discussed in detail further in this user manual.

Follow the steps given below to fill Claim Return Application:

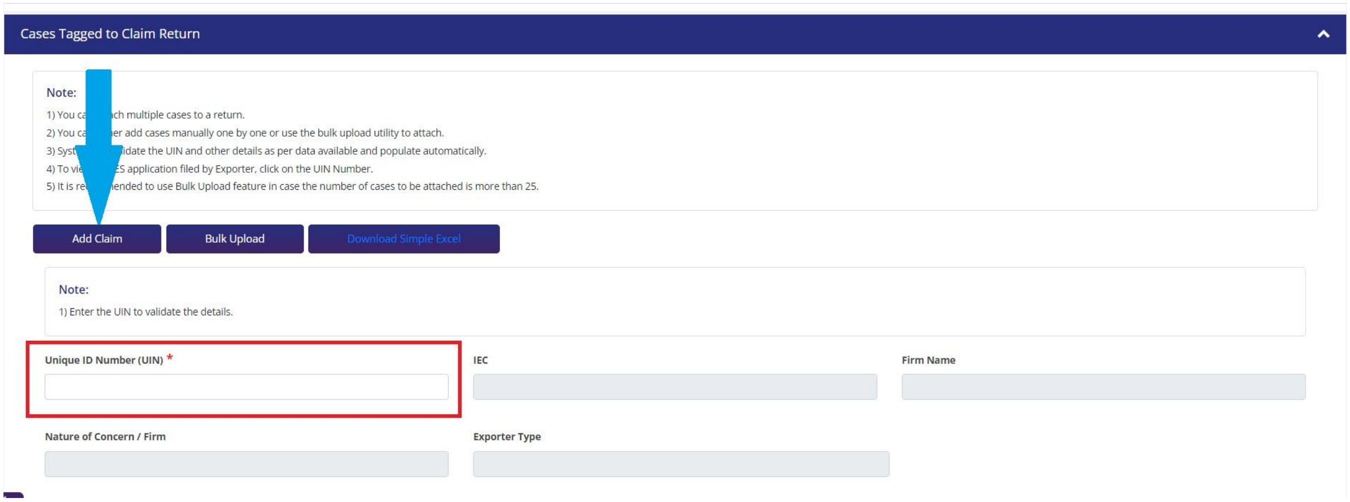
1. Go to https://dgft.gov.in and login with the valid credentials.
2. Click on My Dashboard → IES Application Room



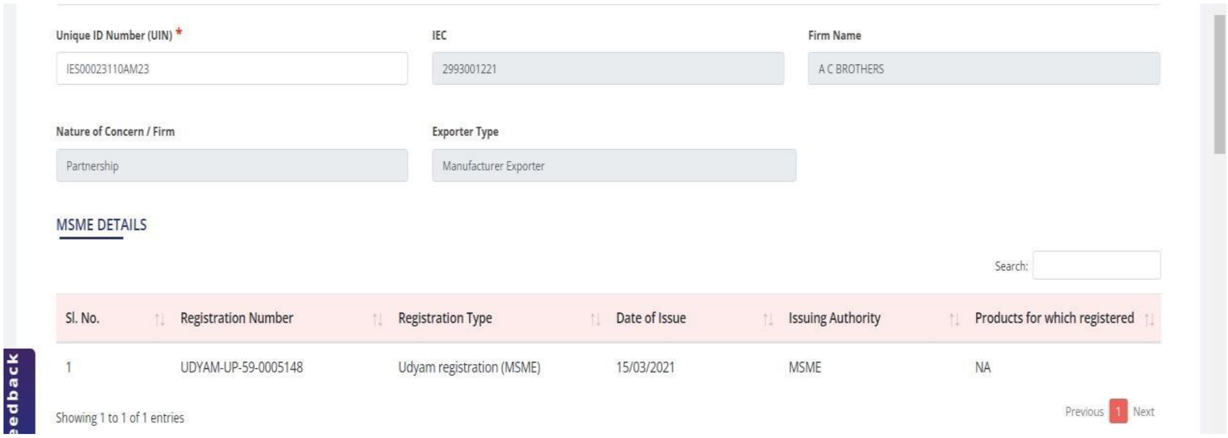
3. Now a single screen application form will open. This screen comprises of various fields that needs to be filled in by the bank officer. The first part of this form is titled as “Return Details”.
   In this section of the form user will have to fill the “claim period” and all the remaining fields like 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.



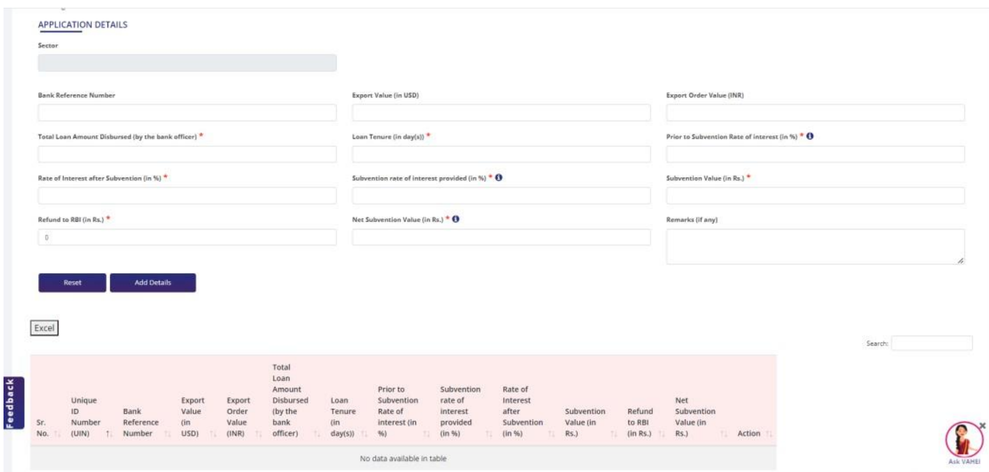
4. Next section is the “Cases tagged to claim return”. Any number of claim returns to be filled is inserted in this part of the form. Multiple UINs can be added in a single application. Click on “Add Claim” button if in case there are less 25 entries and enter the UIN number in the given field else user can use bulk upload functionality. Only excel file with extension .xslx 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.



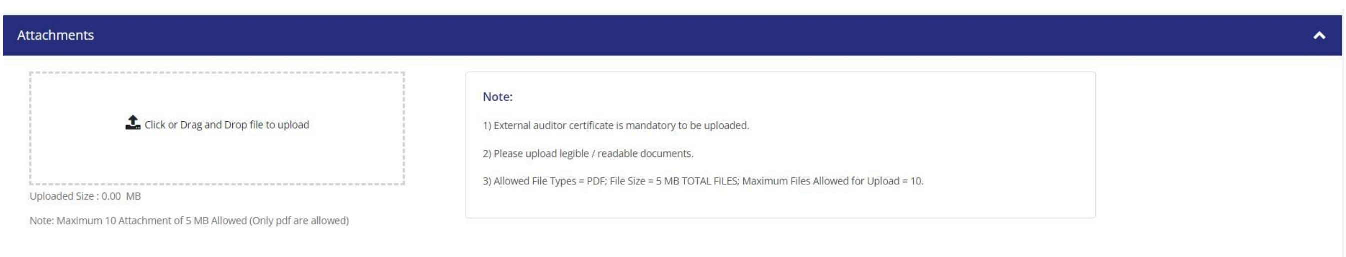
5. As the UIN number is filled in, all the fields will auto-populate as shown below. These details were entered by the Importer/Exporter IES application corresponding to which the UIN number was generated.



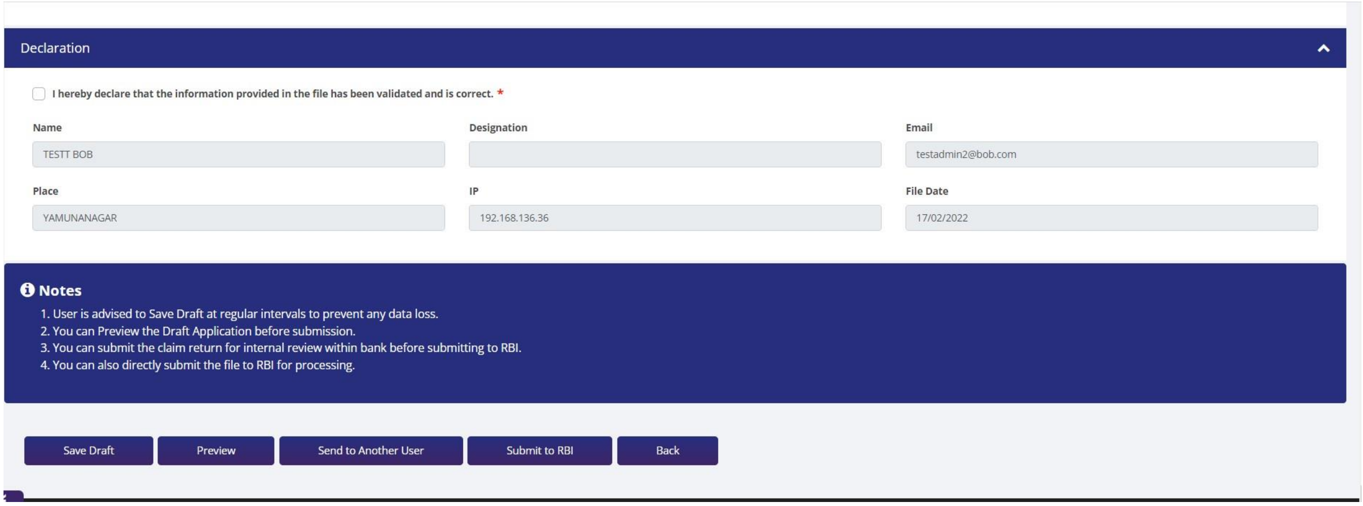
6. Next the user has to add some details like Export Value, Total Loan Amount, Loan Tenure, Prior to Subvention Rate, Subvention Rate of Interest, Rate of interest after Subvention, Subvention Value, Refund to RBI and Net Subvention Value followed by entering the Remarks which are optional. Then click on "Add Details" button to add the grid below.



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



8. Last step in the application is "Declaration" section wherein user must tick the checkbox.

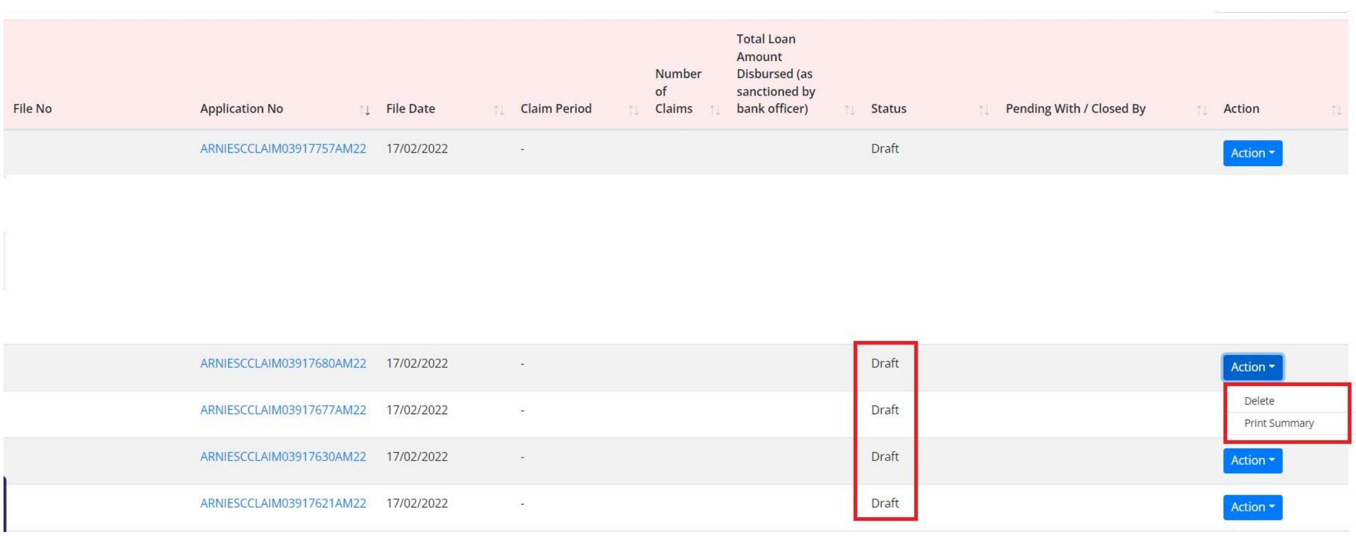


After completing all the steps mentioned above the user can take multiple actions like saving application as draft, sending the application to another active user of the same bank and submitting the application to RBI. These actions will be discussed in detail in forthcoming sections of this module.

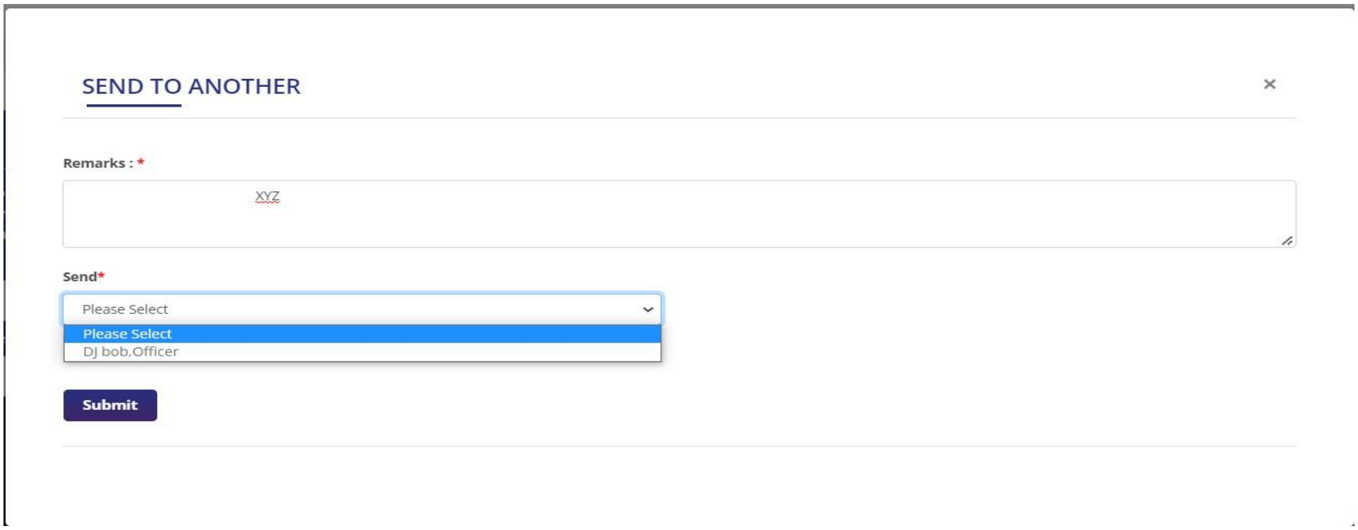
❖ Actions on Claim Return Application:

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

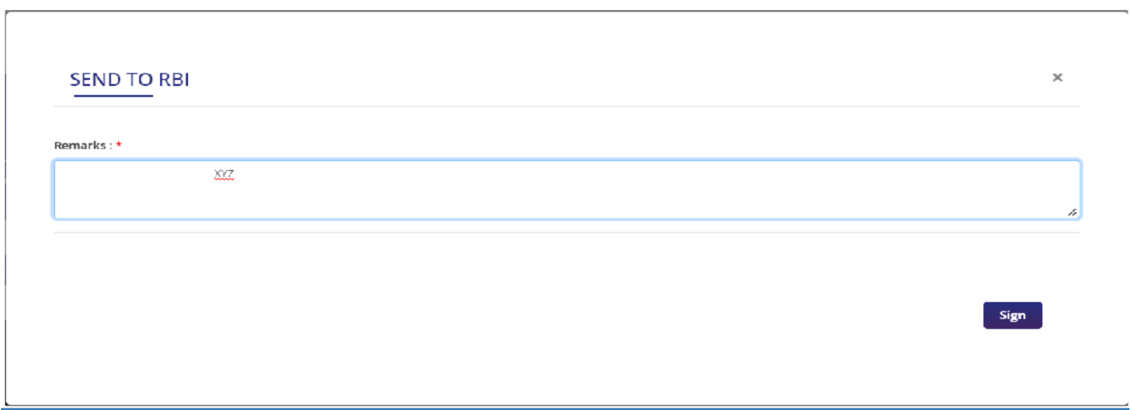
- **Save Draft :** Clicking on the "Save draft" button will save the application created for future references. This draft will be saved by default in the work-list of the user that created it.
  To view a draft saved, go to My Dashboard → IES Application and search the draft with the given search parameters 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.

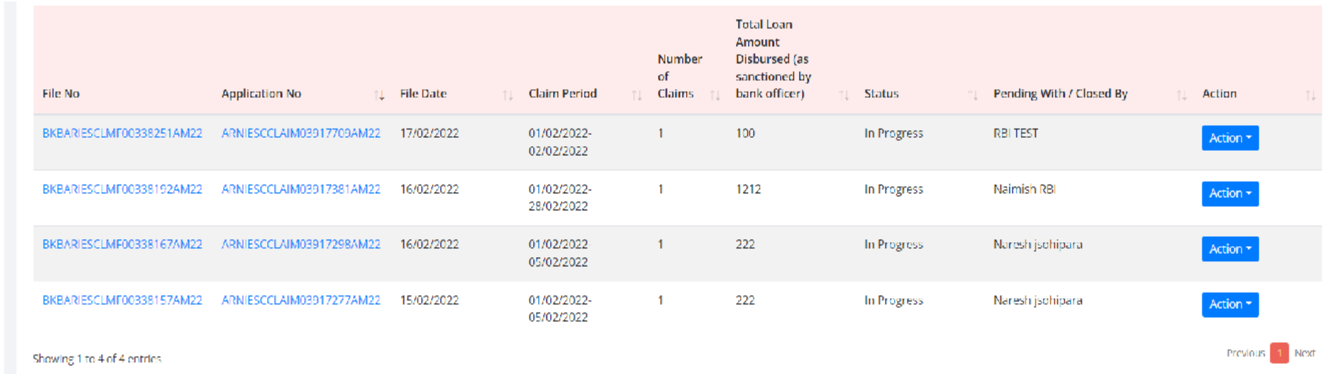


- **Preview :** Clicking on "Preview" button simply opens up the application in a view-only mode.
- **Send to Another User :** This functionality provides the user an option the send the application to another active users of the same bank. For sending file to another user click on "Send to Another User" 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 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".





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	ARNIESCCLAIM03917709AM22	17/02/2022	01/02/2022-02/02/2022	1	100	In Progress	RBI TEST	Action
BKBARIESCLMF00338192AM22	ARNIESCCLAIM03917381AM22	16/02/2022	01/02/2022-28/02/2022	1	1212	In Progress	Naimish RBI	Action
BKBARIESCLMF00338167AM22	ARNIESCCLAIM03917298AM22	16/02/2022	01/02/2022-05/02/2022	1	222	In Progress	Naresh jsohipara	Action
BKBARIESCLMF00338157AM22	ARNIESCCLAIM03917277AM22	15/02/2022	01/02/2022-05/02/2022	1	222	In Progress	Naresh jsohipara	Action

Showing 1 to 4 of 4 entries

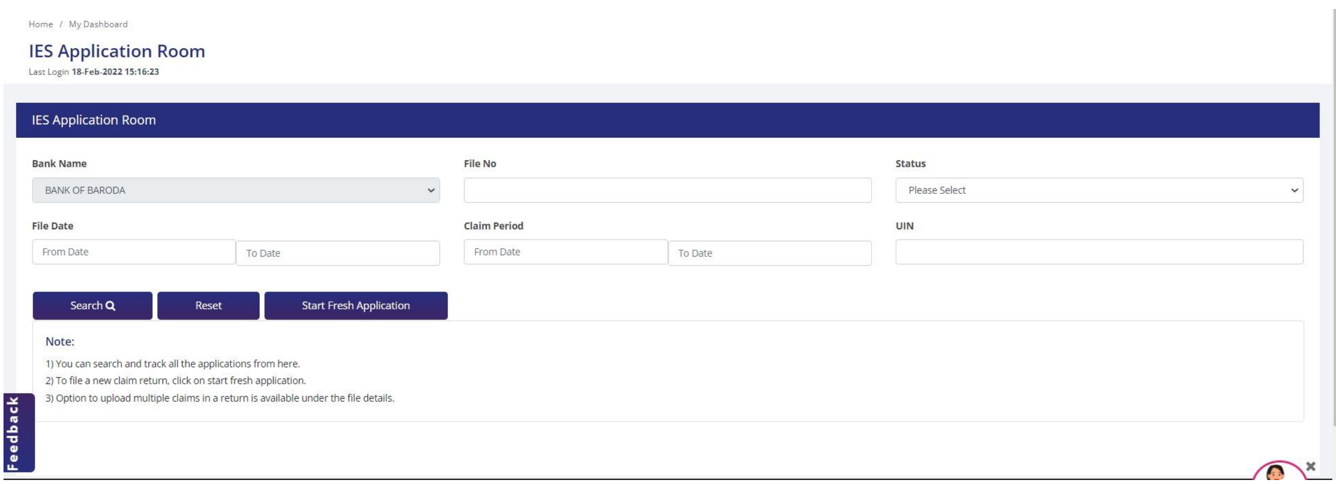
Previous 1 Next

❖ <u>Viewing and Tracking Submitted Application:</u>

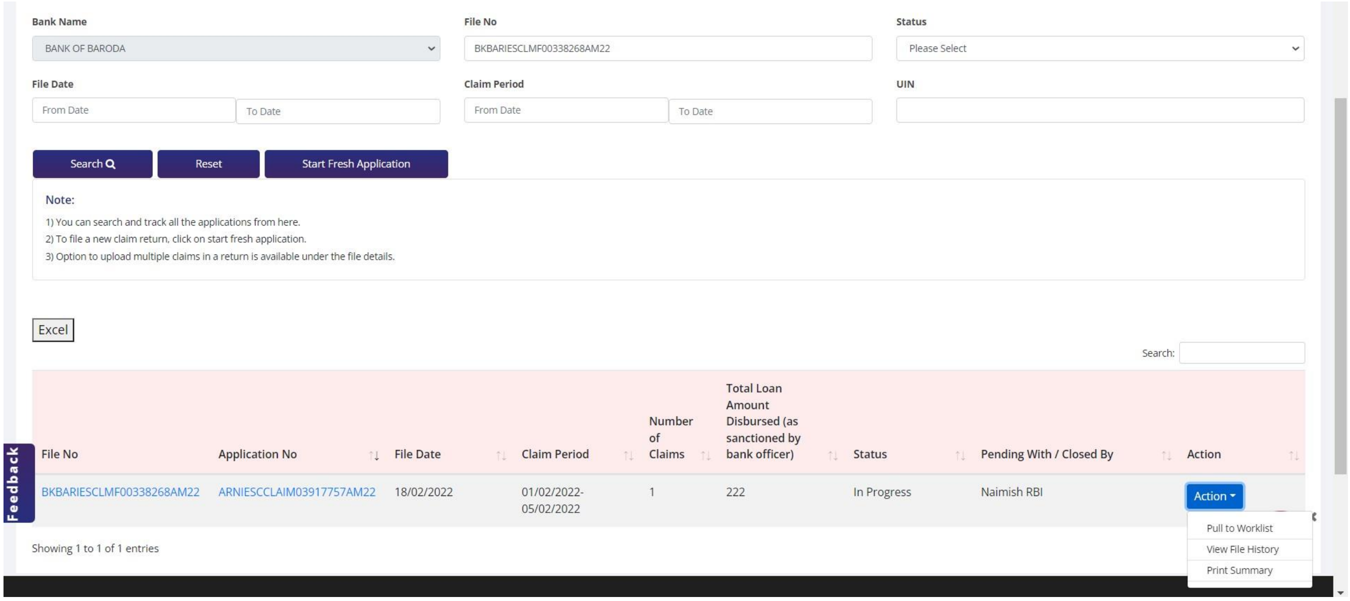
As and when a bank user sends an application (to RBI/Another User) a unique file number is generated. Using this file number the user can not only track an application but also view the file history and the remarks given on the file by other users.

Step-by-Step process to track a file and view history is explained below: <u>Step -1:</u> Go to My Dashboard → IES Application Room

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



<u>Step – 3:</u> 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.

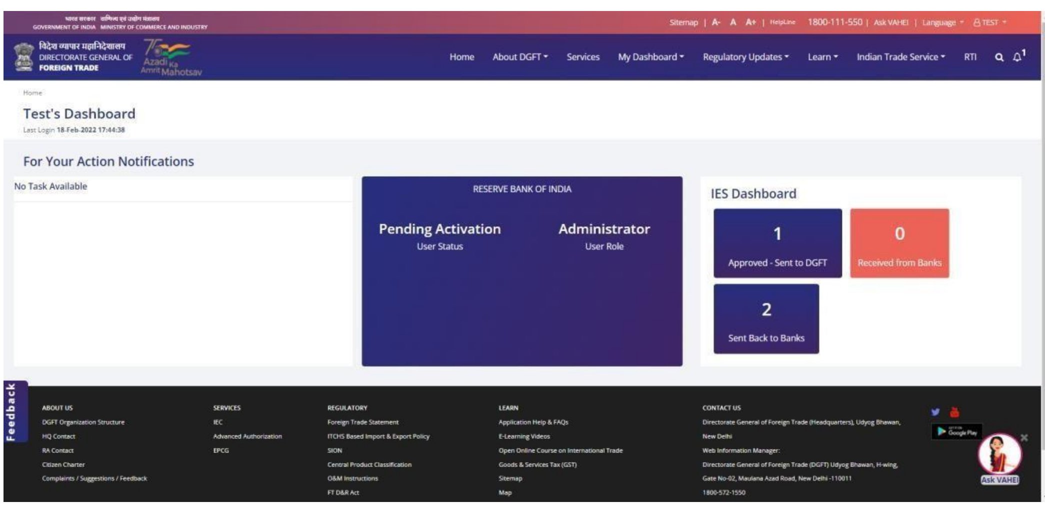


Step – 4: To view the file history, click on the "Action" button against the result file. In the Action button dropdown click on "View File History" button. This will display the whole history of the file.

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

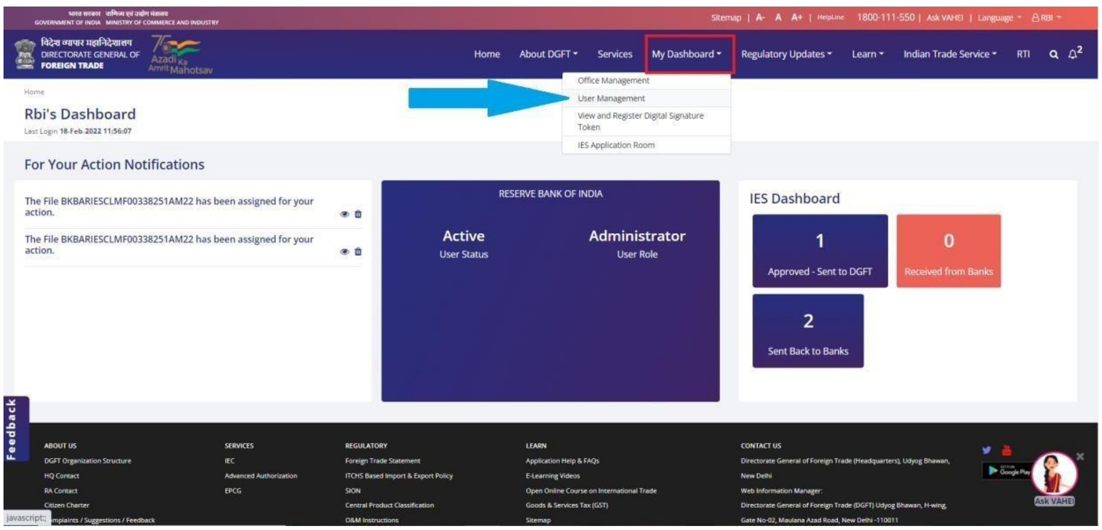
specific type of files. These tiles also contain a count which shows the number of files available in that specific category.

❖ 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.

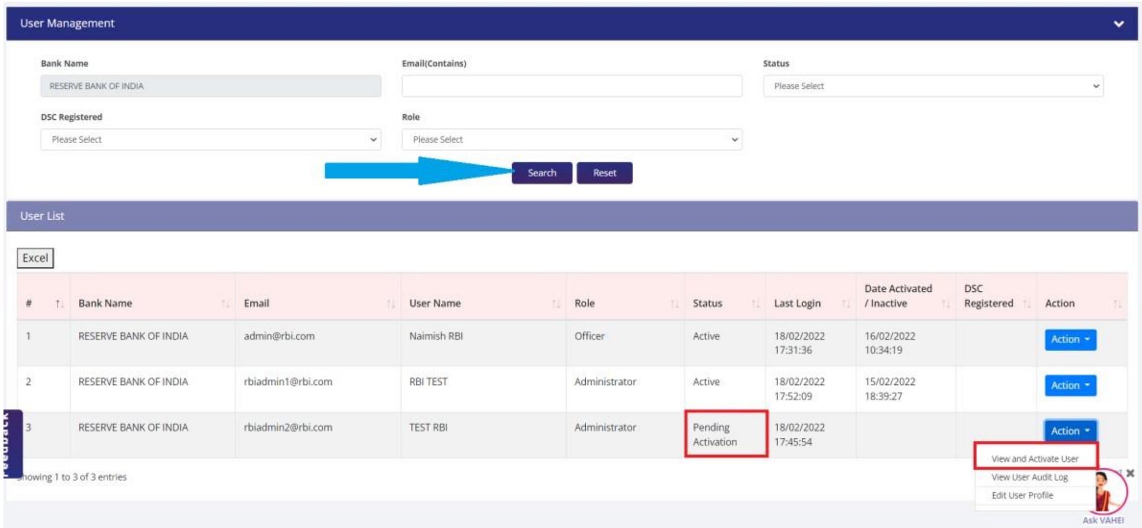
   Step 1: Go to My Dashboard → User Management



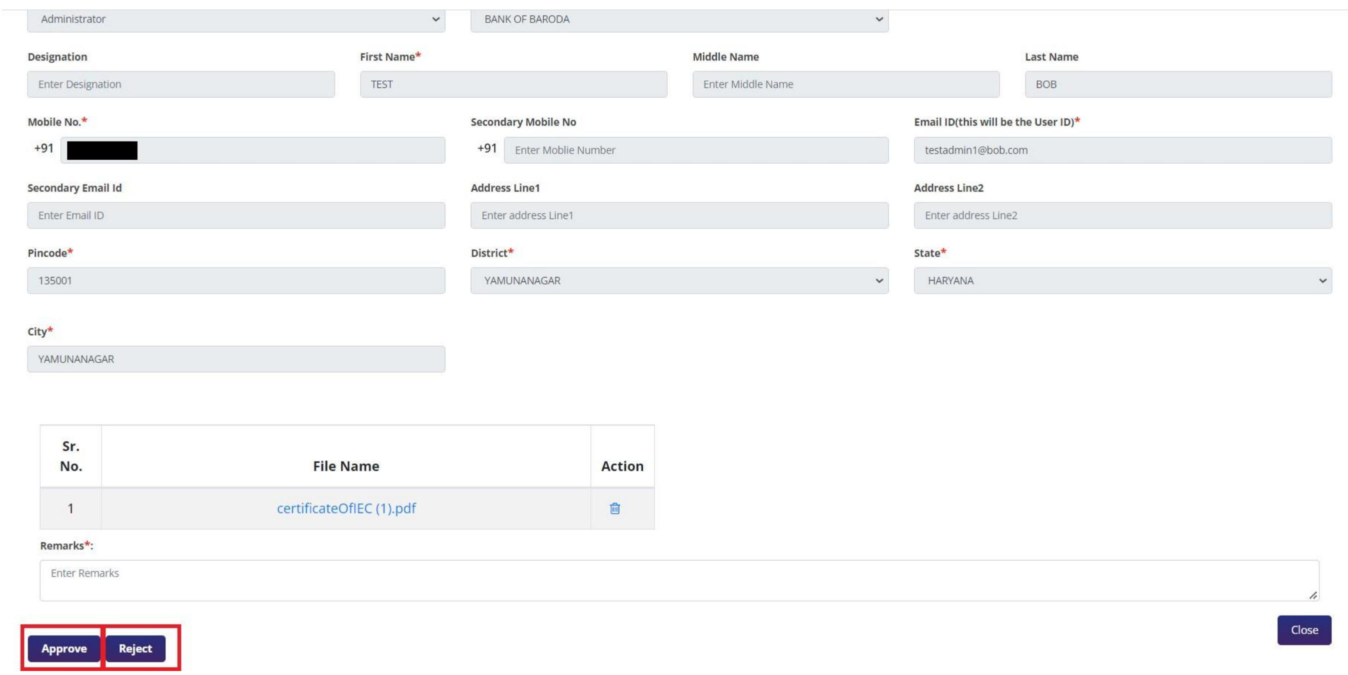
Step 2: The user account to be activated can be searched using various search parameters available or the open search can also be done which will display all the users irrespective of their Status.

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.

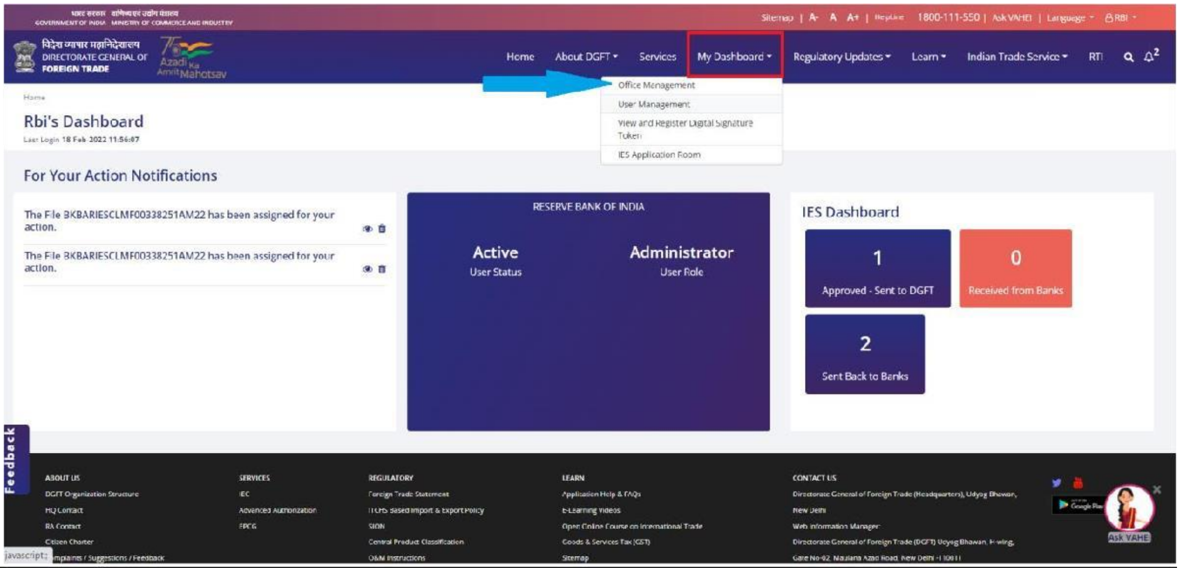


Step 5: The next screen will contain all the details of the new bank user in view-only mode. On this page the administrator user must mandatorily put in the remarks and Accept or Reject the activation of user based upon his understanding.

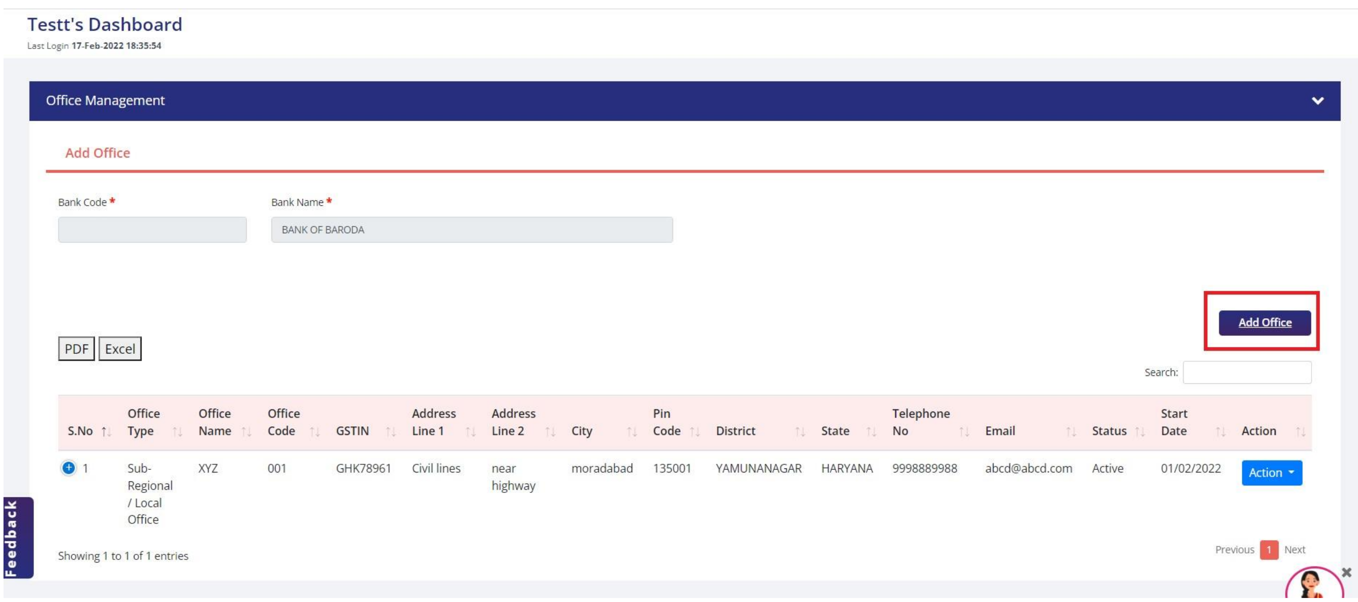


❖ <u>**Office Management:**</u>

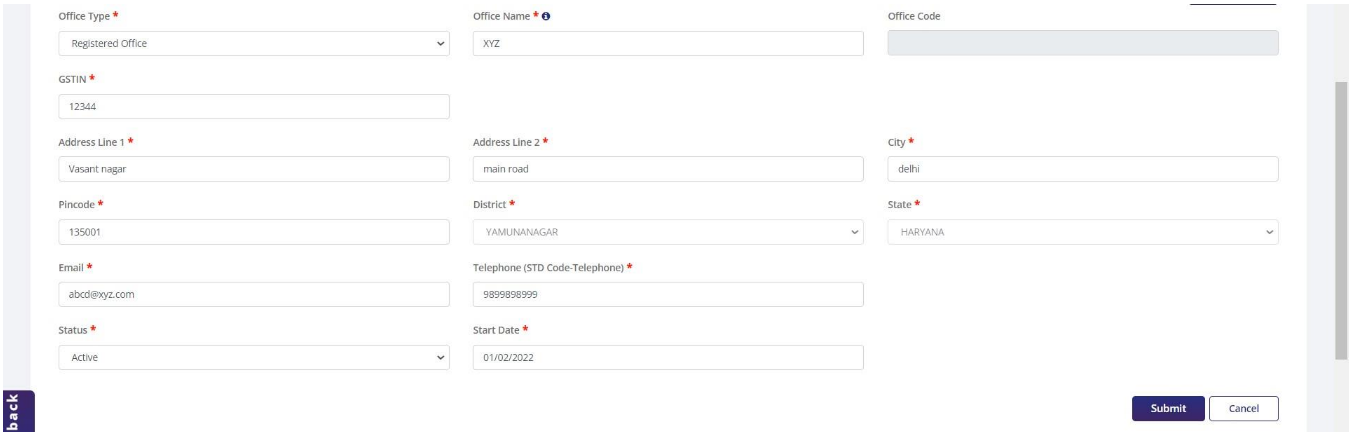
Office Management is an optional feature for banks. This functionality allows bank officers to add **registered** and **regional** offices. An on-board bank user can be mapped to these offices once they are created.
To create an office follow the given below steps:
<u>Step – 1:</u> Go to My Dashboard → Office Management



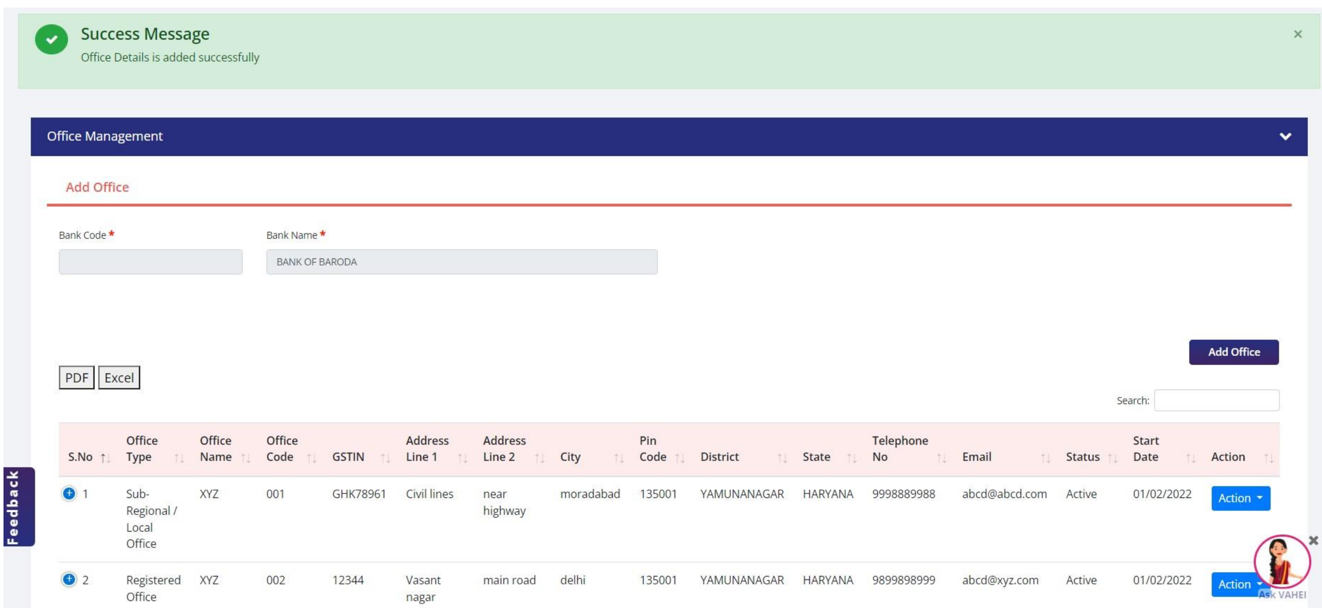
Step – 2: Click on "Add Office" button.



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.



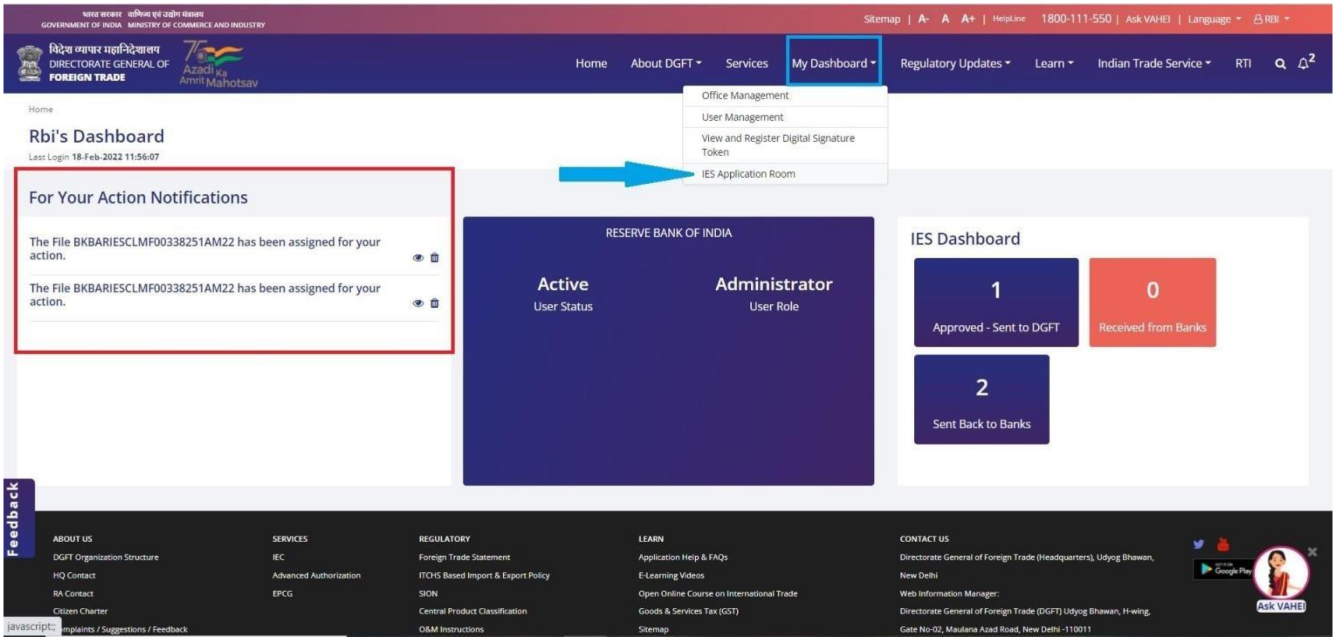
Step – 4: Added bank office will be displayed in the grid and a success message will be displayed on the screen. A provision to download office details as displayed in the grid into an excel or pdf file is also provided. If the user clicks the "Excel" button an excel file will be downloaded and if the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



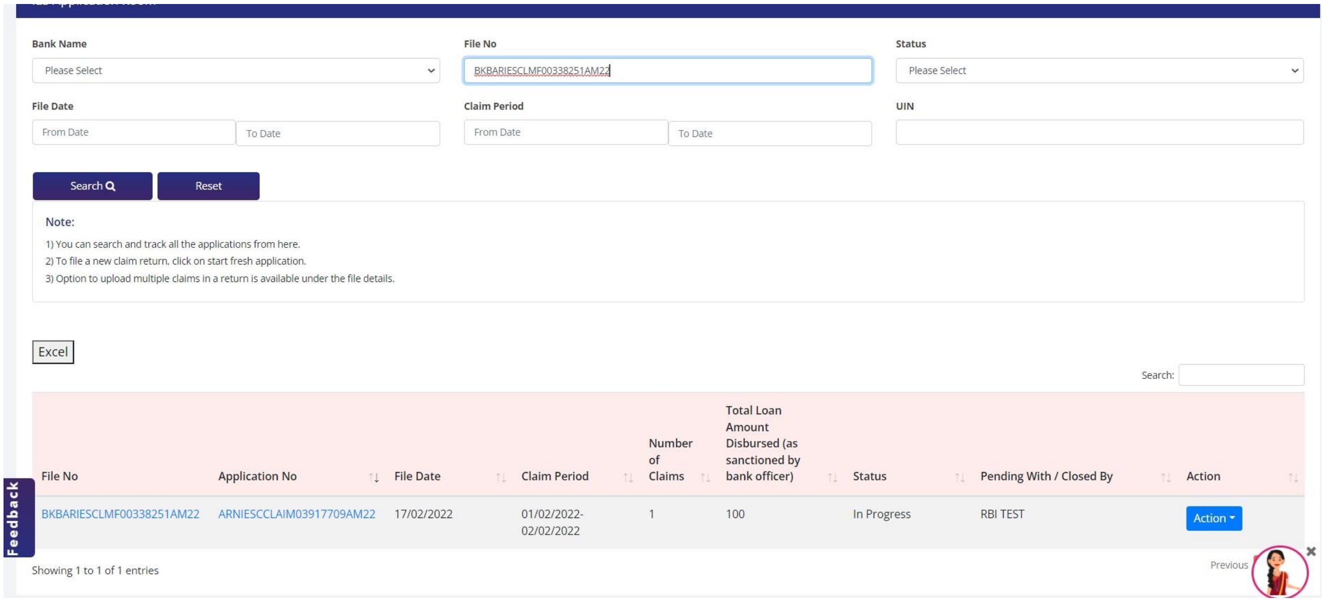
❖ Processing Claim Return Application:

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:

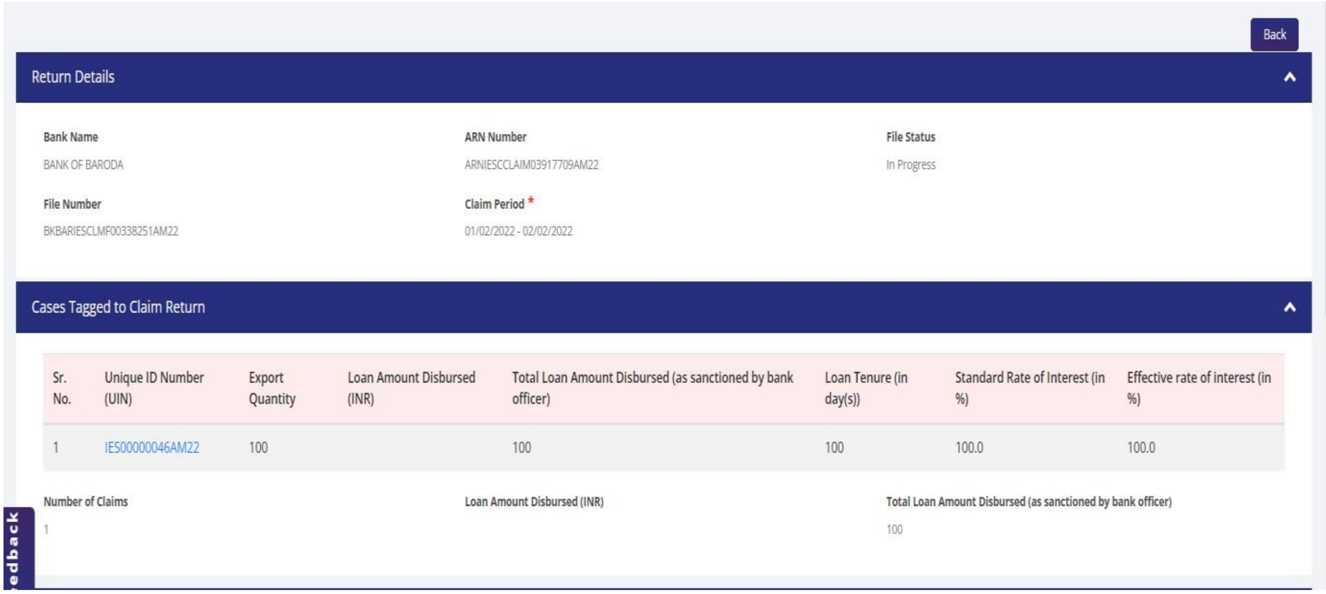
Step – 1: Go to My Dashboard → IES Application room

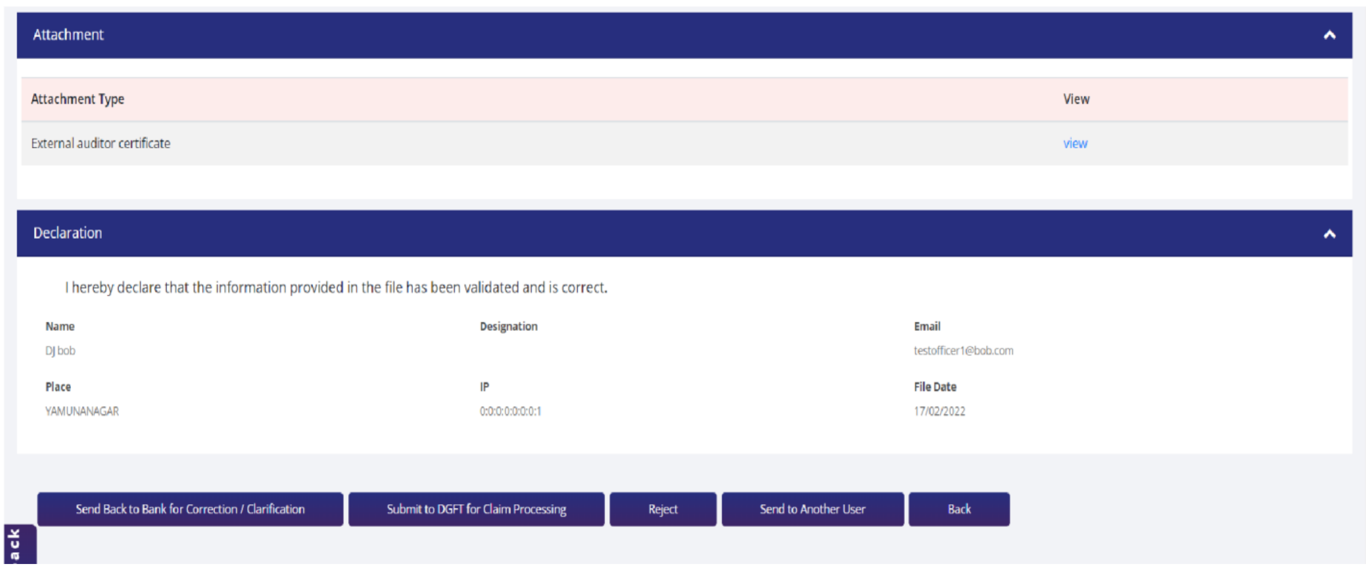


Step – 2: In the given search parameters enter the file number or search can be done using any parameter as desired by the RBI user. An empty search is also possible, this means clicking the search button without filling any of the search parameters. This will display all the files in the user's worklist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



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.





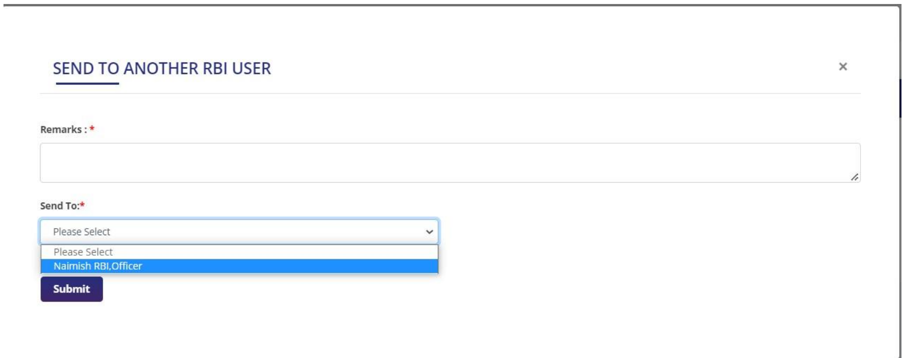
After validating the RBI user can take multiple actions like marking the application deficient and sending back to bank, submitting the application to DGFT for claim disbursal, sending file to another user for processing and rejecting the file. These actions will be discussed in detail in forthcoming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

❖ Actions on Claim Return Application:

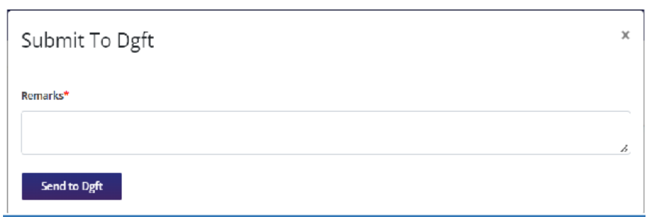
Certain actions can be performed on claim return application. All these actions are explained below one by one.

- **Send to Another User :** This functionality provides the user an option the 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.

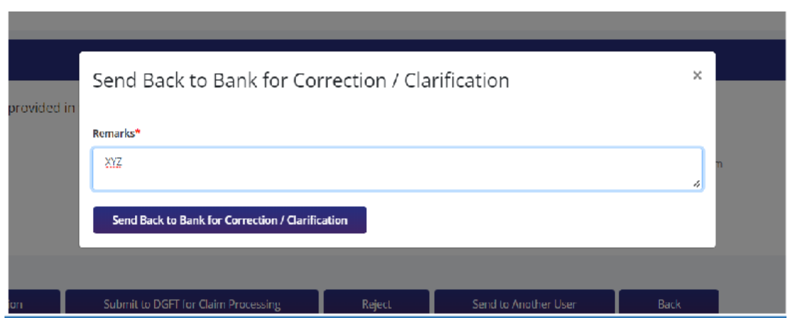
Please note: One bank user cannot send the file to user of different bank.



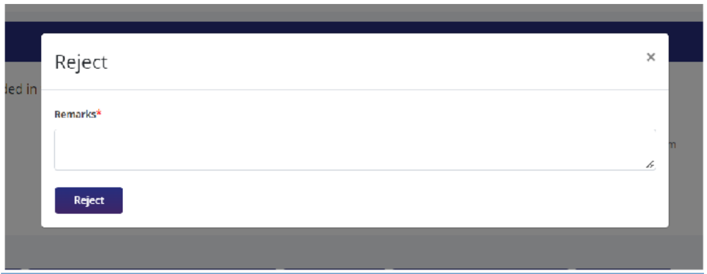
- **<u>Send to DGFT for claim processing :</u>** If the RBI user has validated the file and is satisfied by the Claim Return application, the file is then submitted to the DGFT for the amount disbursal. This can be done by clicking the "Submit to DGFT for Claim Processing" button and then entering the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



- **<u>Send back to bank for Correction/Clarification:</u>** 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".

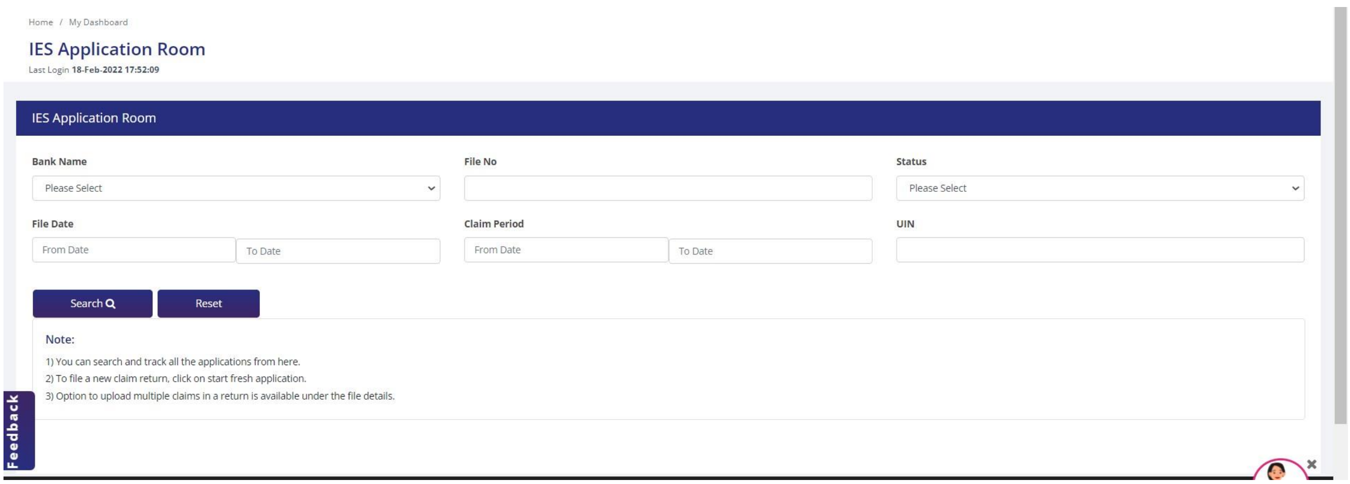


- **<u>Reject:</u>** If RBI user takes a decision to mark the Claim return file rejected. To reject a file, click on "Reject" button and enter the desired remarks for the rejection. The status of such file changes to "Rejected".

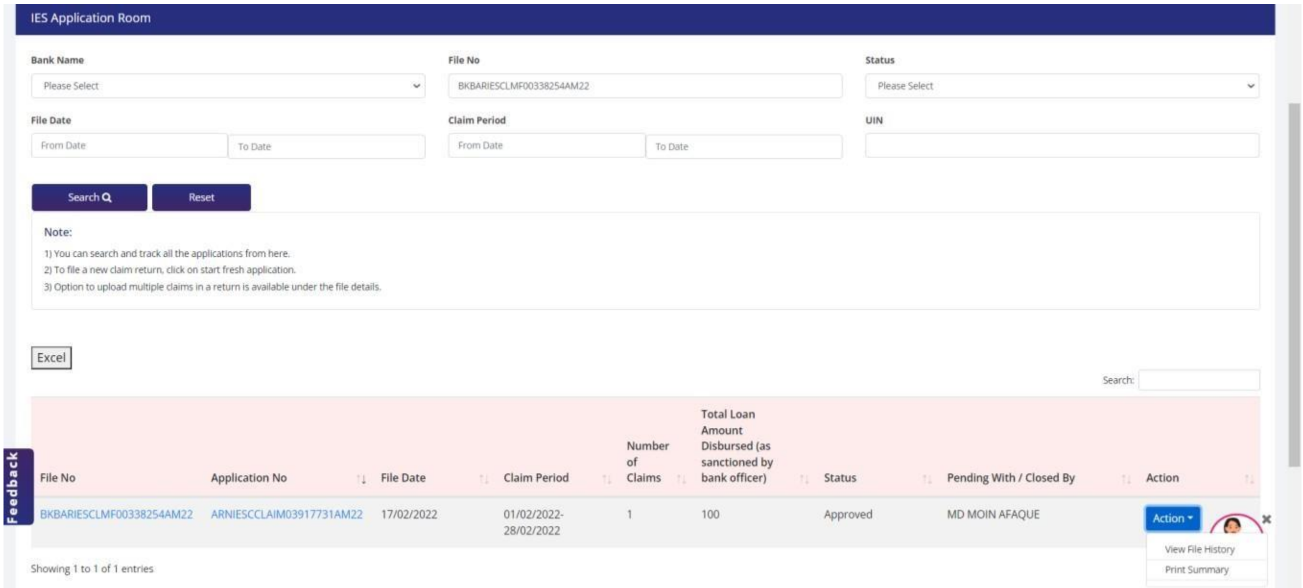


❖ Viewing and Tracking Submitted Application:

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.



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.



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.