



विदेश व्यापार महानिदेशालय  
DIRECTORATE GENERAL OF  
**FOREIGN TRADE**

## Directorate General of Foreign Trade

---

### Customer Portal User Help File

### Refund Management (RM) Module

Version 1.0

**August 2021**

# Table of Contents

- 1. Apply for Refund Management (RM) ..... 3
- 2. My Dashboard (Submitted Applications) ..... 7

# 1. Apply for Refund Management (RM)

To Apply for RM, you need to invoke the DGFT Web-Portal and Login to the DGFT Web Portal. The RM can be applied by the Exporter having

- Importer Exporter Code (IEC) linked to the user profile.
- The IEC should not be in DEL and should be in 'Valid' state and not in 'Suspended' or 'Cancelled' State.
- User can initiate refund for extra money which was either paid by user as application fee which is paid in excess or user has paid for the application in which fee is exempted
- User can claim refund for the application after expiry of one year from the date of transaction.
- No application for refund of fees will be entertained after the expiry of three years from the date of payment of application.

Following steps to be followed by the users filing for the RM Application.

- User will login to DGFT customer Portal and after login click on **Services >> Payment Related Functions**

The screenshot shows the DGFT web portal dashboard for a user named Niranjan. The top navigation bar includes 'Home', 'About DGFT', 'Services' (highlighted with a red box), 'My Dashboard', 'Regulatory Updates', 'Learn', 'Indian Trade Service', and 'RTI'. A dropdown menu is open under 'Services', listing various services such as 'DGFT Helpdesk Service', 'IEC Profile Management', 'View IEC Related Details', 'Advance Authorisation / DFIA', 'EPCG', 'Import Management System', 'Export Management System', 'Online e-COM Application', 'Other Services', 'Certificate Management', 'MEIS', 'Quality Complaints & Trade Disputes', 'Deemed Export', 'SEIS', 'ROSTL', 'Transport & Marketing Assistance', 'Certificate of Origin', 'Policy Relaxation Committee', 'Enforcement Cum Adjudication Proceedings', and 'Payment Related Functions' (highlighted with a red box). The main dashboard area shows 'Valid IEC Status' with '0 Value of Scrips Approved' and '22 Authorisations Issued'. There are also buttons for 'Update/Modify IEC', 'My IEC', and 'Manage Profile'. A 'Frequently Accessed Links' section includes 'Advanced Authorisation', 'MEIS', 'IEC', 'EPCG', 'SEIS', and 'Search Norms'. A 'Feedback' button is visible in the bottom left corner.

- Click on **Apply for Refund tile**

The screenshot shows the 'Payment Related Functions' page on the DGFT web portal. The page title is 'Payment Related Functions'. Below the title, there is a section titled 'What is Payment Related Functions' with a description: 'Payment related functions enable exporters to proceed with a miscellaneous payment for an existing file. Exporters can also view and track the payment details (successful / failed / pending) for the applications submitted / payment made.' There is a button labeled 'Apply for Miscellaneous Payment'. Below this, there is a section titled 'Services under Miscellaneous Payment' with four tiles: 'Payment Details' (View and track the payments made in the system.), 'Miscellaneous Payment' (Make payment for miscellaneous purposes against an Authorisation Number / File Number.), 'Apply for Refund' (Raise request for refund for certain cases pertaining to duplicate successful payments and excessive payments.), and 'View Fund Status' (Track the status of your refund application and refund disbursement status.). Each tile has an 'Explore' button. A 'Feedback' button is visible in the bottom left corner.

3. Click on **Start Fresh Application** or select an existing draft and click on **Proceed with Existing Application**.

Home / My Dashboard / Refund Management

### Application Fee Refund

Last Login 13-Nov-2020 16:45:32

Draft Application | Application for Fee Refund - ANF 2G

Show 10 entries

Select	S. No.	Application Number	Created On	Created By	Last Updated On	Last Updated By	Action
<input type="radio"/>	1	ARNREFUNDAPPLY00969804AM22	04/08/2021 18:36		04/08/2021 18:36	TF01@GMAIL.COM	Action

Showing 1 to 1 of 1 entries

Start Fresh Application | Proceed With Existing Application

4. On click of Start fresh application, **Application Fee Refund** screen is displayed.

**Note:** 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.

### Application Fee Refund

Last Login 13-Nov-2020 16:45:32

#### Transaction Details

**Important Note Related to Refund**

Note 1 - Refund of Application Fees  
Application fee is the fee for processing of the application. Therefore, the fee once received will not be refunded except in the following circumstances, namely:-  
(a) Where the fee has been deposited in excess of the specified amount of fee.  
or  
(b) Where the fee has been deposited but no Application has been made.  
or  
(c) Where the fee has been deposited in error, but the applicant is exempt from payment of fee.

Note 2 - Refund can be initiated for SUCCESS payments only. For all other cases, exporter should check the refund status at NTRP Portal (<https://bharatkosh.gov.in/>).

Note 3 - Please refer to Appendix 2K before initiating the refund.

Transaction Id:

Application Reference Number (ARN):

Bank Reference Number:

Scheme Name:

File Number:

Transaction Amount (INR):

Payment Date: From  To

Payment Status:

Search

Feedback

Ask VAHEI

5. Click on **Search** button to view the Applications for refund in system.

**Note:** User can claim refund for application with or without file number

Select	Scheme Name	Application Reference Number (ARN)	File Number	Amount	Payment Mode	Payment Date	Payment Status	Transaction Id	Bank Reference Number	Bank Effective Date
<input type="radio"/>	Registration-cum Membership Certificate	ARNRCMCAPPLY00969128AM22	RCMCAPPLYAEP C00006743AM22	1470.98	I	22/07/2021 19:51:42	SUCCESS	303908	pay_Hc0XeZCZd0dvX1	22-07-2021 19:51:42
<input type="radio"/>	Export Promotion Capital Goods (EPCG)	ARNEPCGAPPLY00969083AM22	DLICOMMSUB00008968AM22	500	I	21/07/2021 12:11:37	SUCCESS	303827	pay_HbUBwxDU Y4EVzf	21-07-2021 12:11:37
<input type="radio"/>	Registration-cum Membership Certificate	ARNRCMCAPPLY00969043AM22	RCMCAPPLYAEP C00006730AM22	1470.98	I	20/07/2021 13:12:07	SUCCESS	303787	pay_Hb6h1OTL8 Sq8vU	20-07-2021 13:12:07
<input type="radio"/>	Registration-cum Membership Certificate	ARNRCMCAPPLY00968933AM22	RCMCAPPLYAEP C00006720AM22	30.47	I	16/07/2021 22:37:06	SUCCESS	303741	pay_HZg9omn0 UqLcUi	16-07-2021 22:37:06
<input type="radio"/>	Registration-cum Membership Certificate	ARNRCMCAPPLY00968749AM22	RCMCAPPLYAEP C00006719AM22	30.47	I	16/07/2021 22:24:27	SUCCESS	303739	pay_HZfwQhFPB CYWoM	16-07-2021 22:24:27
<input type="radio"/>	Export Promotion Capital Goods	ARNEPCGAMEN D00968809AM22		200	I	14/07/2021 18:06:37	SUCCESS	303671	11234566	2021-07-14 06:11:11



6. Select the file and Application details will reflect

Home / My Dashboard / Refund Management

### Application Fee Refund

Last Login 13-Nov-2020 16:45:32

Application Details    Attachment    Declaration    Application Summary

**Application Details**

IEC Number *	Firm Name *	Branch *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Scheme Name *	Process Name *	ARN *
Export Promotion Capital Goods (EPCG)	Issuance of EPCG Authorisation/Post-Export EPCG Authorisation	ARNEPCGAPPLY00968912AM22
File Number	File Date	File Status
DLICOMMSUB00008959AM22	18/07/2021	In Process
RA Office	Section	
RA DELHI	RA DELHI - EPCG-2	

**Note.**  
1. In case file number is not available, the application has not been submitted for processing to DGFT. You may try submitting the application again.

Amount (INR) *	Payment Date *	Payment Status *
500.00	19/11/2020 14:50:00	SUCCESS
Transaction Id *	Bank Reference Number *	
303719	<input type="text"/>	

Bank Account Details



7. Enter the information requested in the application and proceed with Save & Next options.  
**Note:** In Refund Reason section, category 1 & 3 can be selected for applications with number.  
 Category 2 can be selected for applications without number.

500.00

19/11/2020 14:50:00

SUCCESS

Transaction Id \*  
303719

Bank Reference Number \*  
1911200005421

Bank Account Details ^

**Note:**

1. You will only be able to view and select from PFMS validated accounts only for refund.
2. List of Banks other than Citibank, HSBC and RRBs are validated from PFMS.
3. You can modify your IEC and add a bank account for refund. If you have already modified the IEC to add a Bank Account, then it might take 24-48 Hours to get validated from PFMS.
4. Please ensure that the bank account is functional until the refund is processed.

**Select Bank Account for Refund \***

Show  entries

Select	Bank Account Number	Account Holder Name	IFSC Code	PFMS Status
<input checked="" type="radio"/>	[REDACTED]	[REDACTED]	[REDACTED]	Valid

Showing 1 to 1 of 1 entries Previous 1 Next

Refund Reason ^

**Category under which refund is being claimed (select any one)**

Deposited in excess of the specified amount of fee \*  Yes  No

Application fee deposited in excess of the specified amount of fee

If Value of Authorisation / Duty credit value of the Certificate/ scrips applied for (INR) \*

12,154

Actual Fee Applicable (INR) \*  
100

Amount to be refunded \*  
400

Deposited but no Application has been made \*  Yes  No

Deposited in error but applicant is exempt from fee payment \*  Yes  No

**Reason for Refund Request**

Please state the reason for refund request \*

Refund request for EPCG file ↻

Character remains are :472

[Save & Proceed](#)

8. Validate the application details in the **summary** page and click on **Submit** button.

Home / My Dashboard / Refund Management

## Application Fee Refund

Last Login 13-Nov-2020 16:45:32

✓  
Application Details

✓  
Attachment

✓  
Declaration

○  
Application Summary

✓

**Success Message**

Draft Application Number ARNREFUNDAPPLY00969901AM22 has been successfully saved.

✕

[Print Summary](#)

Application Details ^

<p><b>IEC Number</b></p> <div style="border: 1px solid #ccc; padding: 2px; background-color: #1a3d54; color: white; width: 100%; height: 15px;"></div>	<p><b>Firm Name</b></p> <div style="border: 1px solid #ccc; padding: 2px; background-color: #1a3d54; color: white; width: 100%; height: 15px;"></div>	<p><b>Branch</b></p> <div style="border: 1px solid #ccc; padding: 2px; background-color: #1a3d54; color: white; width: 100%; height: 15px;"></div>
<p><b>Scheme Name</b></p> <p>Export Promotion Capital Goods (EPCG)</p>	<p><b>Process Name</b></p> <p>Issuance of EPCG Authorisation/Post-Export EPCG Authorisation</p>	<p><b>ARN</b></p> <p>ARNNEPCGAPPLY00968912AM22</p>
<p><b>File Number</b></p> <p>DLJCOMMSUB00008959AM22</p>	<p><b>File Date</b></p> <p>18/07/2021</p>	<p><b>File Status</b></p> <p>In Process</p>
<p><b>Amount (INR)</b></p> <p>500</p>	<p><b>Payment Date</b></p> <p>19/11/2020 14:50:00</p>	<p><b>Payment Status</b></p> <p>SUCCESS</p>
<p><b>Transaction Id</b></p>	<p><b>Bank Reference Number</b></p>	

I/We hereby declare that the particulars and the statements made in this application are true and correct to the best of my knowledge and nothing has been concealed or withheld there from.

I hereby certify that I am authorized to verify and sign this declaration as per paragraph 9.06 the foreign Trade policy

You have ticked the box as acceptance of declaration/ undertaking details.

Place :  Date : 09/08/2021

Name :  Designation : Importer/Exporter in own company Email :  Mobile :

Office Address :

Residential Address :

**Submit**

### 9. File number is generated and can be tracked from Submitted Applications.

Track Application Status

## Acknowledgement

You have successfully applied for Refund Request  
Thank you for Applying

**Your File no is: DLIREFUNDAPPLY00008995AM22**

ABOUT US SERVICES REGULATORY LEARN CONTACT US

## 2. My Dashboard (Submitted Applications)

1. User can check status of Submitted applications, check details of payment details, view lifecycle and approved, deficient, rejected letters via My Dashboard → Submitted Applications.

Home About DGFT Services My Dashboard Regulatory Updates Learn Indian Trade Service RTI

Track Application Status

Type of scheme \*

From Date

Application Number

Branch code

Type of sub scheme \*

To Date

File Number

RA Office

[Clear All](#) [Search](#)

**Showing result for :** Application process -> Refund Management Application Sub process -> Application for Fee Refund - ANF 2G File Number DLIREFUNDAPPLY00008995AM22

Sl.No.	Application Number	File Number	File Date	Entity Name	Branch	RA Office	Action
1	ARNREFUNDAPPLY00969901AM22	DLIREFUNDAPPLY00008995AM22	09/08/2021	<input type="text"/>		RA DELHI	<a href="#">Print</a> <a href="#">Withdraw</a> <a href="#">Attach Documents</a> <a href="#">View Life Cycle</a> <a href="#">DSC/eSign Details</a> <a href="#">Transmission Details</a> <a href="#">Make a Copy</a> <a href="#">View Submitted Attachments</a>

**File Status** In Process

Showing 1 to 1 of 1 entries Previous **1** Next

2. User can also print the summary from dashboard. By clicking on Print button under Action, user will be redirected to Summary Page and Print Summary button will be there.

भारत सरकार | Ministry of Commerce and Industry | Sitemap | A- A+ | Helpline 1800 111 550 / 1800 572 1550 | Ask VAHEI | Language | TASLEEM

द्वितीय व्यापार मण्डलशाखा | DIRECTORATE GENERAL OF FOREIGN TRADE | Home | About DGFT | Services | My Dashboard | Regulatory Updates | Learn | Indian Trade Service | RTI | 430

Print Summary

### Application Details

IEC Number	Firm Name	Branch
Scheme Name Export Promotion Capital Goods (EPCG)	Process Name Issuance of EPCG Authorisation/Post-Export EPCG Authorisation	ARN ARNEPCGAPPLY00968912AM22
File Number DLICOMMSUB00008959AM22	File Date 18/07/2021	File Status In Process
Amount (INR) 500	Payment Date 19/11/2020 14:50:00	Payment Status SUCCESS
Transaction Id 303719	Bank Reference Number	

### Bank Account Details


Bank Account Number	Account Holder Name PLANFUL SOFTWARE INDIA PRIVATE LIMITED	IFSC Code	PFMS Status 1
---------------------	---	-----------	------------------



### Refund Reason

Category under which refund is being claimed (select any one)

Deposited in excess of the specified amount of fee

Yes

Feedback 

1 / 2 | - 100% + |  

1. Application Details			
IEC Number		Firm Name	
Branch		Scheme Name	Export Promotion Capital Goods (EPCG)
Process Name	ARNEPCGAPPLY00968912AM22	ARN	ARNEPCGAPPLY00968912AM22
File Number	DLICOMMSUB00008959AM22	File Date	18/07/2021
File Status	In Process	Amount (INR)	500.0
Payment Date	19/11/2020 14:50:00	Payment Status	SUCCESS
Transaction Id	303719	Bank Reference Number	1911200005421

2. Bank Account Details			
Bank Account Number	Account Holder Name	IFSC Code	PFMS Status
			1

3. Refund Reason			

3. User can also check the life cycle of application by click on "View life cycle" button under Actions



**VIEW LIFE CYCLE**

**Showing result for :** Application process -> Refund Management Application Sub process -> Application for Fee Refund - ANF 2G Application Number - ARNREFUNDAPPLY00969901AM22 File Number - DLIREFUNDAPPLY00008995AM22

Sl.No.	Action	Action Date	Action By
1	Submitted	09/08/2021 06:08:51 PM	Importer/Exporter
2	Deficiency Responded	10/08/2021 02:32:30 PM	Importer/Exporter

Previous **1** Next

**Showing result for :** Application process -> Refund Management Application Sub process -> Application for Fee Refund - ANF 2G File Number - DLIREFUNDAPPLY00008995AM22

- Similarly, User can Respond to Deficiency of Deficient File via 'Respond to Deficiency' button under Action. User will be able to update the application form as per deficiency remarks and will submit the application again.

By choosing Amendment as Yes or No, User can submit the form (editable fields or attachment) as per requirement.

**Showing result for :** Application process -> Refund Management Application Sub process -> Application for Fee Refund - ANF 2G File Number - DLIREFUNDAPPLY00008995AM22

Search:

Sl.No.	Application Number	File Number	File Date	Entity Name	Branch	RA Office	Action
1	ARNREFUNDAPPLY00969901AM22	DLIREFUNDAPPLY00008995AM22	09/08/2021			RA DELHI	Action

**File Status** Deficient

Showing 1 to 1 of 1 entries

Previous **1** Next

**DEFICIENCY LETTER**

**Showing result for :** Application process -> Refund Management Application Sub process -> Application for Fee Refund - ANF 2G Application Number - ARNREFUNDAPPLY00969901AM22 File Number - DLIREFUNDAPPLY00008995AM22

Sno	Deficiency issued date	RA office	Deficiency View	Previous Respond	Remarks	Respond to Deficiency
1	10/08/2021	RA DELHI	<a href="#">View</a>	sa	The requester is not eligible	<a href="#">Respond</a>
2	10/08/2021	RA DELHI	<a href="#">View</a>	sa	The requester is not eligible	

Showing 1 to 2 of 2 entries

First Previous **1** Next Last


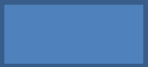
[View Previous Responds](#)

File number will be same for Respond to deficiency and will go to DGFT Officer for further processing.

Do you want to amend application?



Yes OR No

5. Once file is approved, the status will be changed to **Approved-Pending Disbursal** for disbursal of refund.

 5	ARNREFUNDAPPLY00969955AM22	HQRREFUNDAPPLY00008736AM22	09/08/2021		DGFT(HQ)	Action ▾
---	----------------------------	----------------------------	------------	--	----------	----------

**File Status** Approved - Pending Disbursal

6. Once the disbursal is approved, file status will be changed to Disbursed.

 5	ARNREFUNDAPPLY00969955AM22	HQRREFUNDAPPLY00008736AM22	09/08/2021		DGFT(HQ)	Action ▾
---	----------------------------	----------------------------	------------	--	----------	----------

**File Status** Disbursed