

Directorate General of Foreign Trade

Customer Portal User Help File

Refund Management (RM) Module

Version-2

October-23

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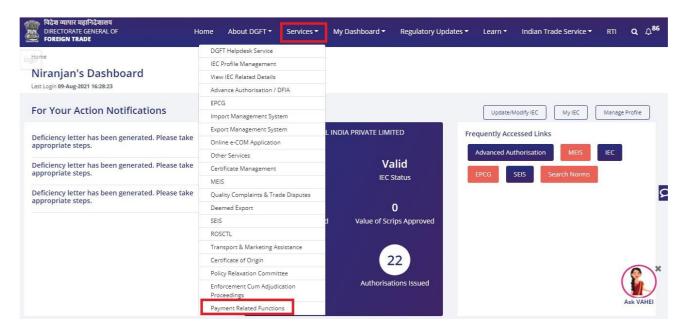
1. Apply for Refund Management (RM)

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

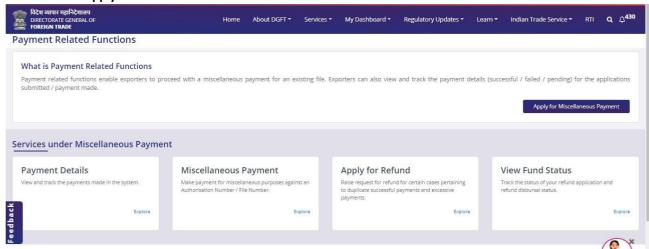
- a) Importer Exporter Code (IEC) linked to the user profile.
- b) The IEC should not be in DEL and should be in 'Valid' state and not in 'Suspended' or 'Cancelled' State.
- c) User can initiate refund for extra money which was either paid by user as application fee which is paid in excess or user has paid for the application in which fee is exempted
- d) User can claim refund for the application after expiry of one year from the date of transaction.
- e) 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.

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



2. Click on Apply for Refund tile



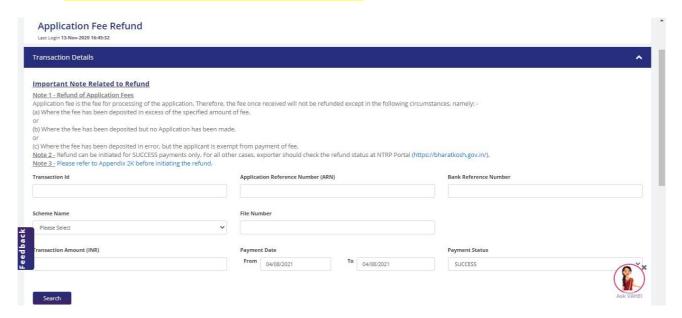
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3. Click on **Start Fresh Application** or select an existing draft and click on **Proceed with Existing Application**.



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

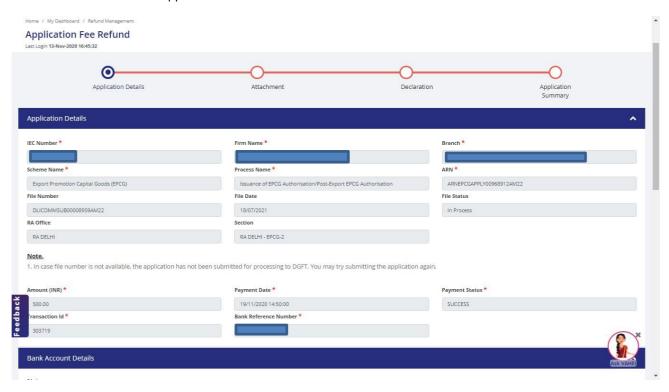
Note: User will be able to claim refund of file whose Payment Status is Success. Payment date & Payment Status will be auto populated when screen is displayed.



 Click on Search button to view the Applications for refund in system. Note: User can claim refund for application with or without file number



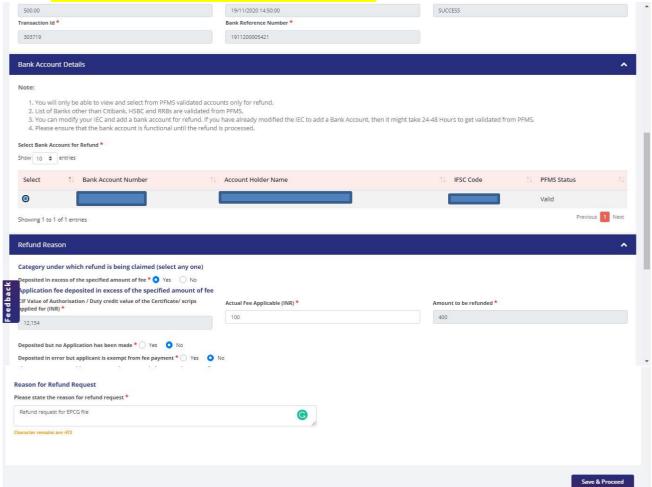
6. Select the file and Application details will reflect



7. Enter the information requested in the application and proceed with Save & Next options.

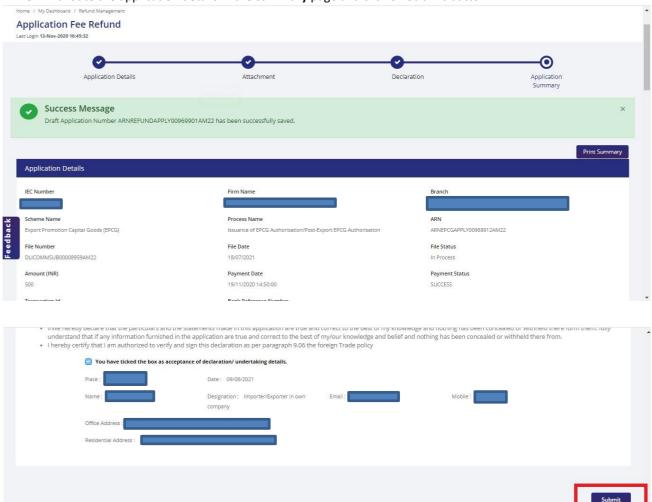
Note: In Refund Reason section, category 1 & 3 can be selected for applications with number.

Category 2 can be selected for applications without number.

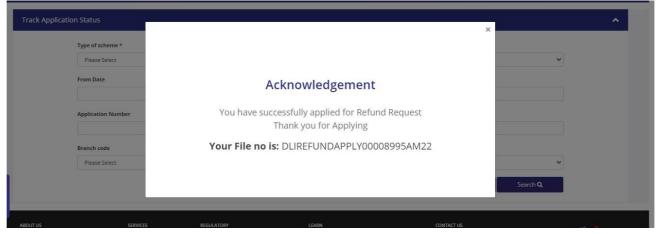


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8. Validate the application details in the **summary** page and click on **Submit** button.



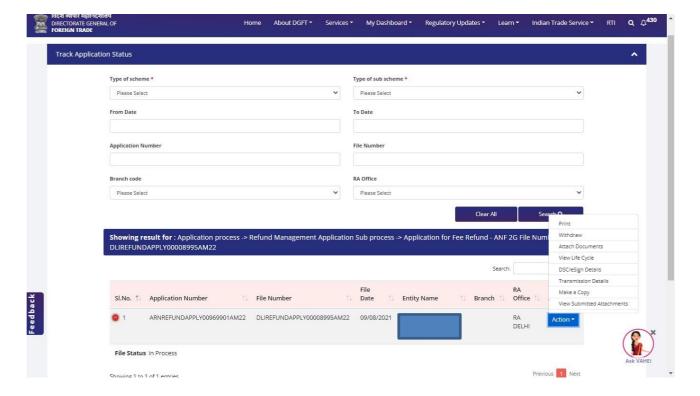
9. File number is generated and can be tracked from Submitted Applications.



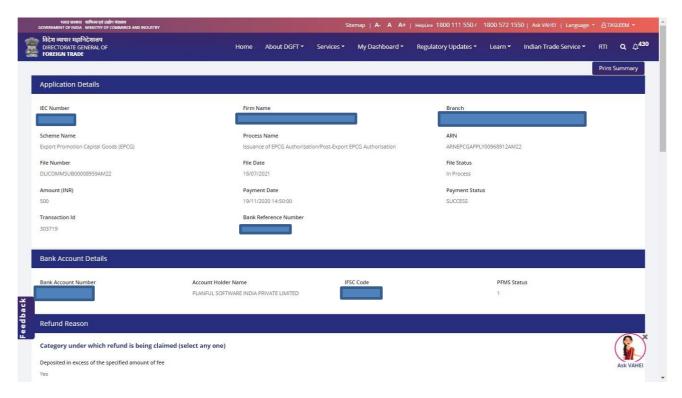
2. My Dashboard (Submitted Applications)

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.

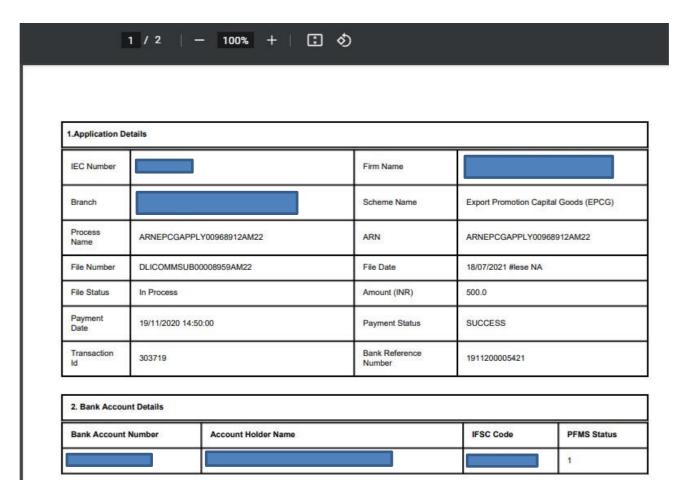
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2. User can also print the summary from dashboard. By clicking on Print button under Action, user will be redirected to Summary Page and Print Summary button will be there.

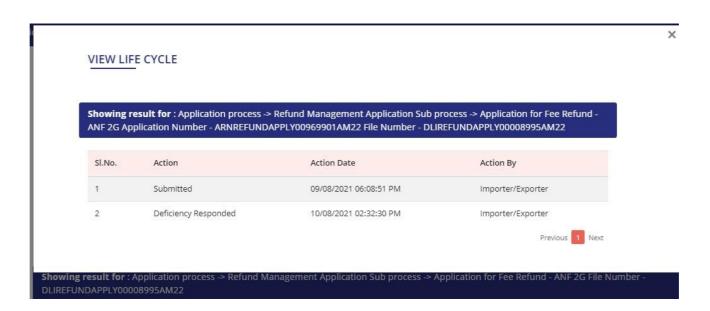


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3. User can also check the life cycle of application by click on "View life cycle" button under Actions

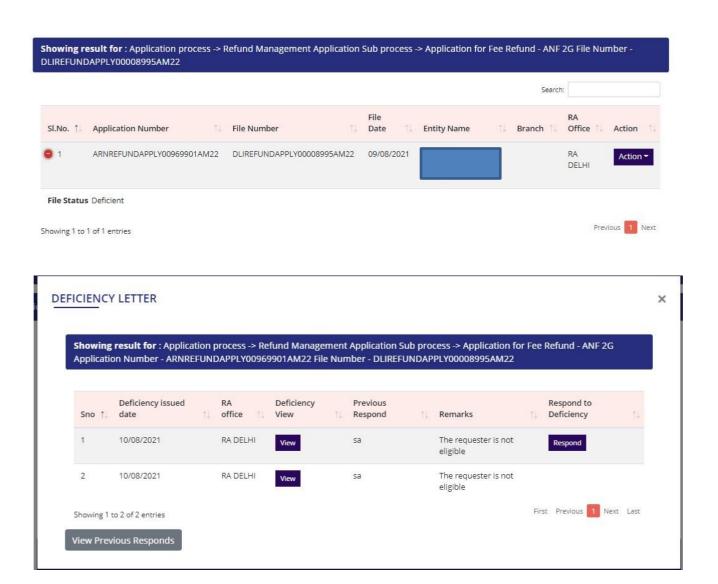
3. Refund Reason



4. 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.

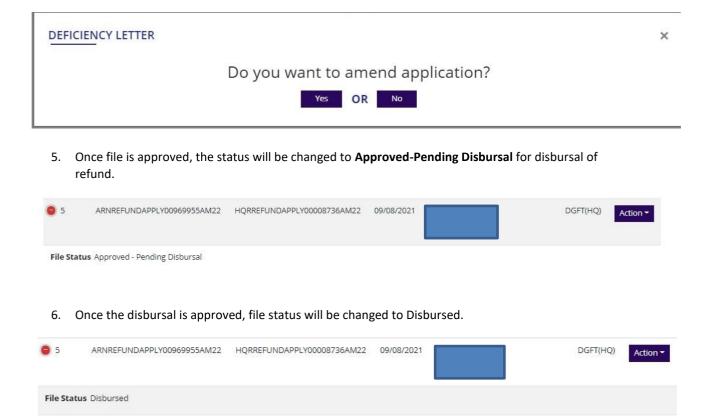
By choosing Amendment as Yes or No, User can submit the form (editable fields or attachment) as per requirement.

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

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