



विदेश व्यापार महानिदेशालय
DIRECTORATE GENERAL OF
FOREIGN TRADE

Directorate General of Foreign Trade

Customer Portal User Help File

Refund Management (RM) Module

Version-2

October-23

Table of Contents

1. Apply for Refund Management (RM).....	3
2. My Dashboard (Submitted Applications).....	6

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 Niranjana. The top navigation bar includes 'Home', 'About DGFT', 'Services', 'My Dashboard', 'Regulatory Updates', 'Learn', 'Indian Trade Service', and 'RTI'. The 'Services' menu is open, showing a list of options including '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', 'ROSCTL', 'Transport & Marketing Assistance', 'Certificate of Origin', 'Policy Relaxation Committee', 'Enforcement Cum Adjudication Proceedings', and 'Payment Related Functions'. The 'Payment Related Functions' option is highlighted with a red box. The dashboard also displays 'Valid IEC Status' with a value of 0 and '22 Authorisations Issued'. A 'Frequently Accessed Links' section includes 'Advanced Authorisation', 'MEIS', 'IEC', 'EPCG', 'SEIS', and 'Search Norms'. A user profile icon for 'Ask VAHEI' is visible in the bottom right 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.' A button labeled 'Apply for Miscellaneous Payment' is located at the bottom right of this section. Below this, there is a section titled 'Services under Miscellaneous Payment' which contains 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 on the left side of the page, and a user profile icon for 'Ask VAHEI' is in the bottom right corner.

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

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DIRECTORATE GENERAL OF
FOREIGN TRADE

Home About DGFT Services My Dashboard Regulatory Updates Learn Indian Trade Service RTI 430

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 Search:

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 Previous Next

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

Sel	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 C00006743AM2 2	1470.98	I	22/07/2021 19:51:42	SUCCESS	303908	pay_Hc0XeZCZdOdvX1	22-07-2021 19:51:42
<input type="radio"/>	Export Promotion Capital Goods (EPCG)	ARNEPCGAPPLY00969083AM22	DLICOMMSUB0 0008968AM22	500	I	21/07/2021 12:11:37	SUCCESS	303827	pay_HbUBwxDU Y4EzF	21-07-2021 12:11:37
<input type="radio"/>	Registration-cum Membership Certificate	ARNRCMCAPPLY00969043AM22	RCMCAPPLYAEP C00006730AM2 2	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 C00006720AM2 2	30.47	I	16/07/2021 22:37:06	SUCCESS	303741	pay_HZfw9omn0 UqLcUI	16-07-2021 22:37:06
<input type="radio"/>	Registration-cum Membership Certificate	ARNRCMCAPPLY00968749AM22	RCMCAPPLYAEP C00006719AM2 2	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 D00968809AM2 2		200	I	14/07/2021 18:06:37	SUCCESS	303671	11234566	2021-07-14 06:11:11

Ask VAHEI

Page 4 of 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 *
Scheme Name *	Process Name *	ARN *
File Number	File Date	File Status
RA Office	Section	

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 *
Transaction Id *	Bank Reference Number *	

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 *	Bank Reference Number *	
303719	1911200005421	

Bank Account Details

Note:

- You will only be able to view and select from PFMS validated accounts only for refund.
- List of Banks other than Citibank, HSBC and RRBs are validated from PFMS.
- 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.
- Please ensure that the bank account is functional until the refund is processed.

Select Bank Account for Refund *

Show 10 entries

Select	Bank Account Number	Account Holder Name	IFSC Code	PFMS Status
<input checked="" type="radio"/>				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) *

Actual Fee Applicable (INR) *

Amount to be refunded *

12,154 100 400

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.

Application Details Print Summary

IEC Number [Redacted]	Firm Name [Redacted]	Branch [Redacted]
Scheme Name Export Promotion Capital Goods (EPCG)	Process Name Issuance of EPCG Authorisation/Post-Export EPCG Authorisation	ARN ARNNEPCGAPPLY00968912AM22
File Number DLJCOMMSUB00008959AM22	File Date 18/07/2021	File Status In Process
Amount (INR) 500	Payment Date 19/11/2020 14:50:00	Payment Status SUCCESS
Designation [Redacted]	Designation Importer/Exporter in own company	

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

Place : [Redacted] Date : 09/08/2021

Name : [Redacted] Designation : Importer/Exporter in own company Email : [Redacted] Mobile : [Redacted]

Office Address : [Redacted]

Residential Address : [Redacted]

Submit

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

Track Application Status

Type of scheme *
Please Select

From Date
[Redacted]

Application Number
[Redacted]

Branch code
Please Select

Acknowledgement

You have successfully applied for Refund Request
Thank you for Applying

Your File no is: DLIREFUNDAPPLY00008995AM22

Search

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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 DIRECTORATE GENERAL OF FOREIGN TRADE

Home About DGFT Services My Dashboard Regulatory Updates Learn Indian Trade Service RTI 430

Track Application Status

Type of scheme * Please Select
 Type of sub scheme * Please Select
 From Date To Date
 Application Number File Number
 Branch code RA Office

Clear All Search

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

Search:

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

File Status In Process

Showing 1 to 1 of 1 entries Previous Next

Feedback

Ask VAHEI

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.

1800 111 550 / 1800 572 1550 | Ask VAHEI | Language TASLEEM

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 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

Ask VAHEI

1. Application Details			
IEC Number	[REDACTED]	Firm Name	[REDACTED]
Branch	[REDACTED]	Scheme Name	Export Promotion Capital Goods (EPCG)
Process Name	ARNEPCGAPPLY00968912AM22	ARN	ARNEPCGAPPLY00968912AM22
File Number	DLICOMMSUB00008959AM22	File Date	18/07/2021 #lese NA
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
[REDACTED]	[REDACTED]	[REDACTED]	1

3. Refund Reason

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

X

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

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.

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	View	sa	The requester is not eligible	Respond
2	10/08/2021	RA DELHI	View	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 ▾
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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 ▾
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File Status Disbursed

