



OFFICE OF THE PRINCIPAL ADDITIONAL DIRECTOR GENERAL OF SYSTEMS & DATA MANAGEMENT

प्रणाली एवं आंकड़ा प्रबंधन प्रधान निदेशालय के प्रमुख अतिरिक्त महानिदेशक
का कार्यालय

GST & CENTRAL EXCISE, GST BHAVAN,
जीएसटी और केंद्रीय उत्पाद शुल्क, जीएसटी भवन

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C.No IV/26/11/2017 Part File –I Systems(S)

Date: 31.01.2020

Advisory No. 05 /2020

Sub: Online refunds Module- Issues resolved - 31.01.2020

As you are kindly aware, the online refunds module has been implemented on 26.09.2019 and the field formations are processing the refunds filed by the taxpayer in the common portal. The issues reported by the field officers are being addressed by the support team and in some cases, it is noticed that same issue is being faced by several officers. Such issues are taken up on priority and fixed by the support team.

2. Recently it was noticed that some of the refund forms that were submitted in the refund module in CBIC-GST Application were returned with “Duplicate Reference ID” error. Further some Acknowledgement and Deficiency Memos issued were resulting in “Acknowledgement/ Deficiency Memo already issued for this ARN” error. The issue was taken up by this office, with the GSTN team and the root cause of the issue has been identified and fixed by the support teams. We have also tested and found that the forms when resubmitted in the system are getting successfully submitted to GSTN. It is therefore requested to instruct the proper officers to resubmit the forms wherever the referred error was received.

3. Any technical issues faced may be reported to the Helpdesk at cbicmitra.helpdesk@icegate.gov.in by raising tickets. Any improvements/ suggestions on the functionality may also please be sent to this office.

Encl: As above.


(S. THIRUNAVUKKARASU)
ADG

To

1. All the Principal Chief Commissioners/Chief Commissioners of GST Zones.
2. All the Pr.ADGs/ADG, DGGI,DGGST,DG(AUDIT),DGT(TPS).
3. The Principal Commissioner, GST Policy Wing.
4. All the Pr.Commissioners/Commissioners of Central tax.
5. All the ADGs of DG Systems, New Delhi, Bengaluru, Kolkata & Mumbai
6. All ACL Admin of Zone/Commissionerate/Division.
7. All the SSOID registered in the GST System for this functionality.

Copy submitted to:

The Member and Principal Director General, Systems and Data Management, New Delhi
for kind information please.