



**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: 28.11.2019

Sub: User Manual of View RFD-01 functionality in Online refunds - Regarding.

Dear Madam/Sir,

The Online refund module with single authority disbursement functionality was implemented and made available to the field formations on 26.09.2019. Advisory number 29/2019 Online Refund Functionality dated 26.09.2019 along with screenshots was prepared and circulated by this office for ease of understanding of the various sub functionalities in the module. Another Advisory No: 33/2019 dated 27.11.19 was also issued highlighting the additional features relating to Adjustment of sanctioned amount against the pending demands and calculation of interest for delayed refund was circulated. Both these advisories explain the procedure/steps to be followed by the proper officer while sanctioning the refund.

2. Besides, a functionality to view all refund ARNs (pending and disposed) in a formation is available under the refunds menu. This functionality enables the officers to view the details of any ARN or all ARNs pending at any stage and therefore can be used as an effective monitoring tool by the senior level management. For e.g. the zonal Chief commissioner can view the list of pending claims at various stages like pending for issue of acknowledgement/ Deficiency Memo, pending for issue of Provisional order, etc. for any of the formations falling under the zone. Similarly, the

Commissioner can view the claims for any of the Division or Range falling under the Commissionerate.

3. A detailed user manual along with screenshots, explaining the various features **of the view functionality** is prepared and enclosed herewith.

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

Yours sincerely,

Sd-

(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.