

Customs Refund

Process of Other Refund

On ICEGATE 2.0

User Manual

Version 1.01

Dated: 17.2.2025

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1. Getting Started.

Welcome to the user manual of ICEGATE 2.0 for accessing the form for requesting refund of Customs Duties, other than that arising due to re-assessment. The manual offers a detailed account of all the features incorporated in the functionality and explains the steps involved in submission of refund requests for other refund and viewing the status of each request on ICEGATE 2.0.

2. Brief About User Manual.

(a) Purpose:

The user manual is designed to provide a step-by-step illustration of all the steps involved in submitting customs duty refund requests and viewing the status of requests on ICEGATE 2.0.

(b) Intended Audience:

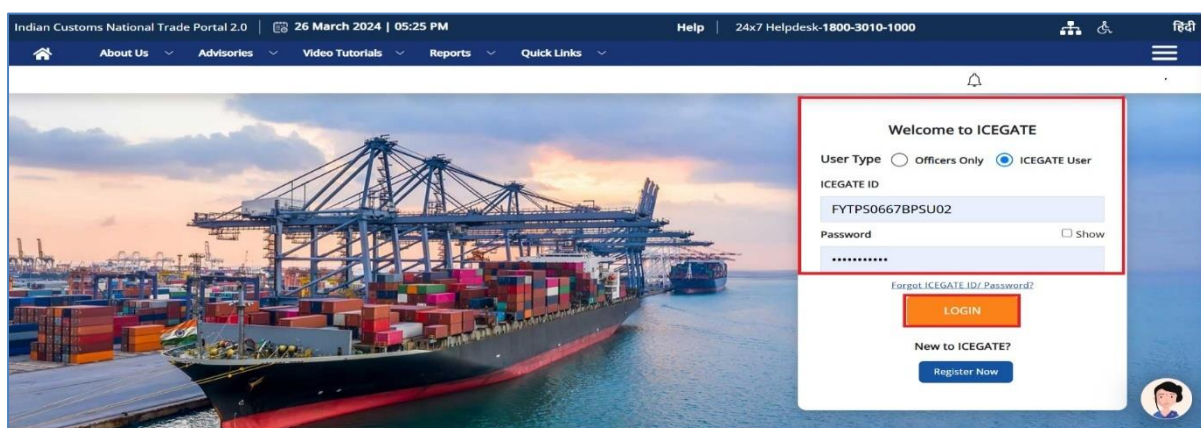
This user manual is intended for use of IEC holders who wish to avail “Other Refund” services on ICEGATE portal, this module will provide online platform to raise requests for initiation of Other Refund and view the status of refund requests on ICEGATE 2.0.

3. Abbreviations

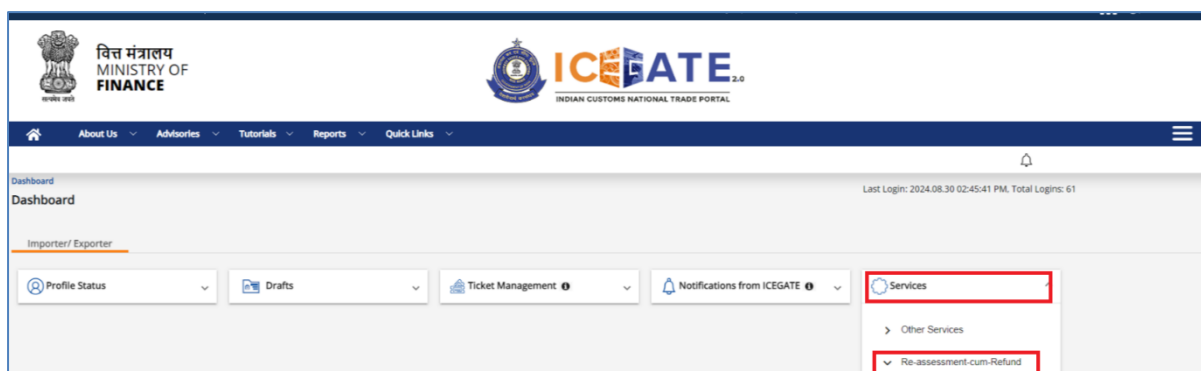
Sr. No.	Term/Acronym	Description
1.	CBIC	▪ Central Board of Indirect Taxes and Customs
2	ICEGATE	▪ Indian Customs Electronic Data Interchange (EDI) Gateway
3	IEC	▪ Import Export Code
4	BE	▪ Bill of Entry
5	RIN	▪ Re-assessment Identification Number

4. Accessing the Functionality.

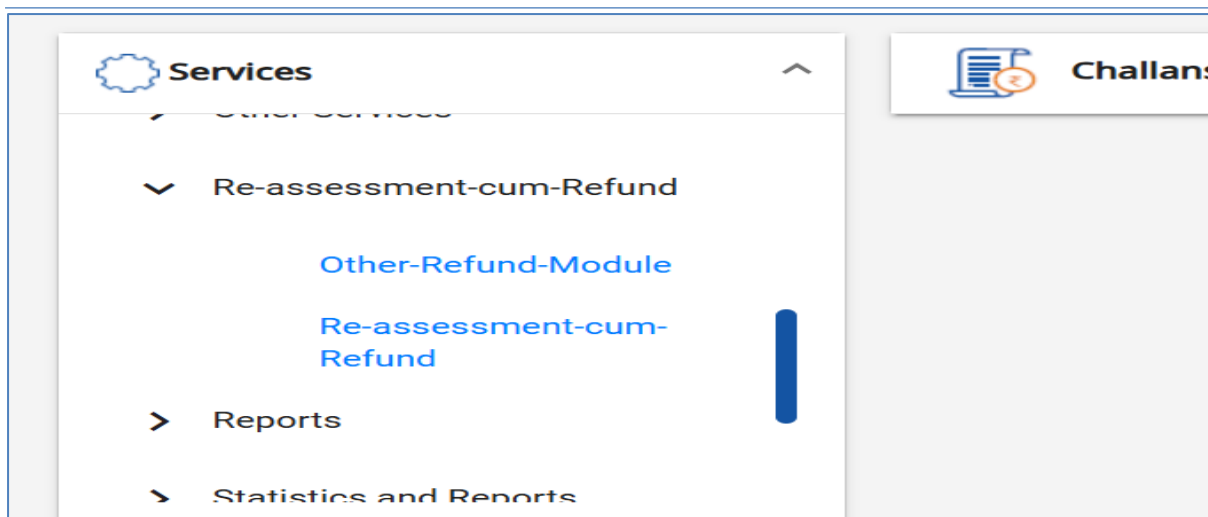
- (a) User can access the Customs Duty Refund functionality by logging into ICEGATE Dashboard, by providing ICEGATE ID and Password and clicking on <Login> button. The 'User Type' that needs to be selected shall be 'ICEGATE User'.



- (b) On successful login, the system will display the dashboard of the User.
- (c) Go to the **Services** Widget and select **Services >> Re-assessment cum Refund >> Re-assessment cum Refund** as shown in the screen below-



- (d) On clicking the link above, users can directly access the other refund module under services tab. The user will be redirected to create a new refund request form.



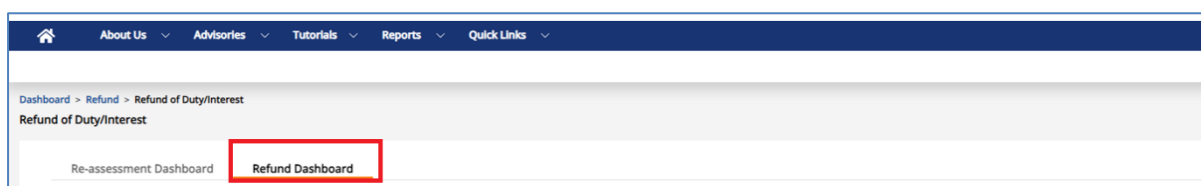
5. Refund Dashboard.

User can access this dashboard for accessing the form for requesting “other refund” of Customs Duties and for viewing the status of previously submitted forms. Users are advised to keep checking the updates on the refund dashboard, as during refund process, refund officer can ask for document or raise queries which needs to be addressed by the user through the dashboard.

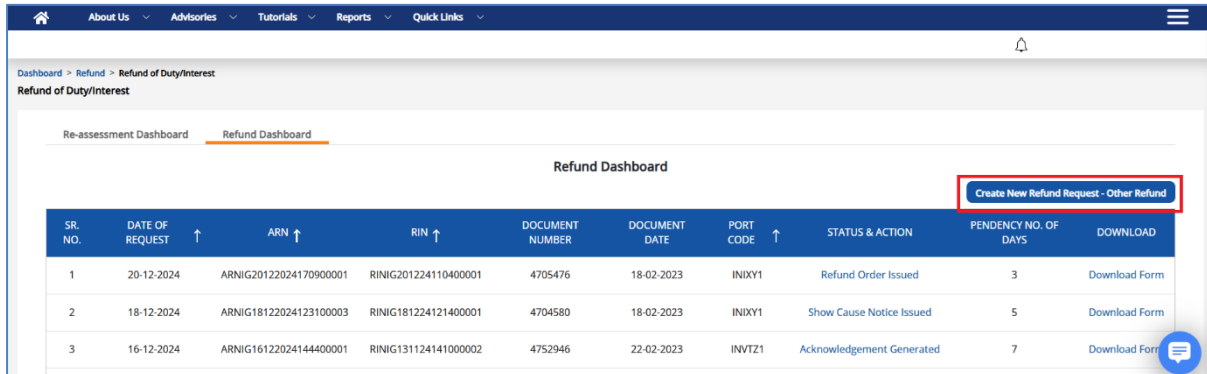
5.1. Creation of a New Refund Request – Other Refund.

Other Refund is the process of reverting the duty, already paid by the importer/exporter to the Government at an earlier point of time, back to such importer/exporter at a later date. The user will select the reason for claiming the other refund from the ‘Ground of Refund Claimed’ dropdown menu. The following steps will need to be followed by the user for the creation of a new refund request for other refund:

- (a) Click on <**Refund Dashboard**> tab.

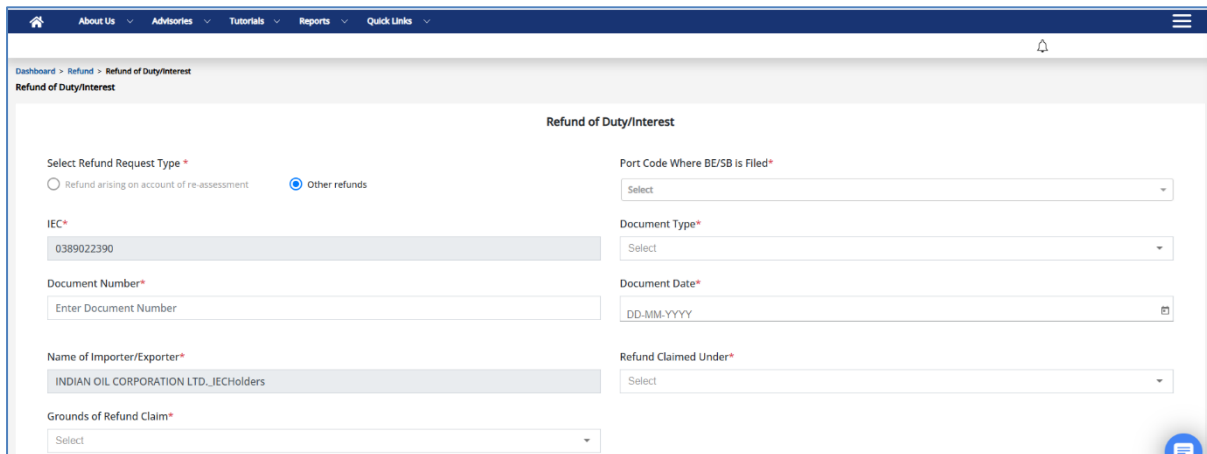


- (b) Click on the **<Create New Refund Request - Other Refund>** button to access the form and raise a refund request.



The screenshot shows the 'Refund Dashboard' in the ICEGATE portal. At the top, there is a navigation bar with links like 'About Us', 'Advisories', 'Tutorials', 'Reports', and 'Quick Links'. Below this, the breadcrumb trail reads 'Dashboard > Refund > Refund of Duty/Interest'. The main heading is 'Refund of Duty/Interest'. There are two tabs: 'Re-assessment Dashboard' and 'Refund Dashboard', with the latter being active. A button labeled 'Create New Refund Request - Other Refund' is highlighted with a red box. Below the button is a table with the following data:

SR. NO.	DATE OF REQUEST	ARN	RIN	DOCUMENT NUMBER	DOCUMENT DATE	PORT CODE	STATUS & ACTION	PENDENCY NO. OF DAYS	DOWNLOAD
1	20-12-2024	ARNIG20122024170900001	RINIG201224110400001	4705476	18-02-2023	INIXY1	Refund Order Issued	3	Download Form
2	18-12-2024	ARNIG18122024123100003	RINIG181224121400001	4704580	18-02-2023	INIXY1	Show Cause Notice Issued	5	Download Form
3	16-12-2024	ARNIG16122024144400001	RINIG131124141000002	4752946	22-02-2023	INVTZ1	Acknowledgement Generated	7	Download Form

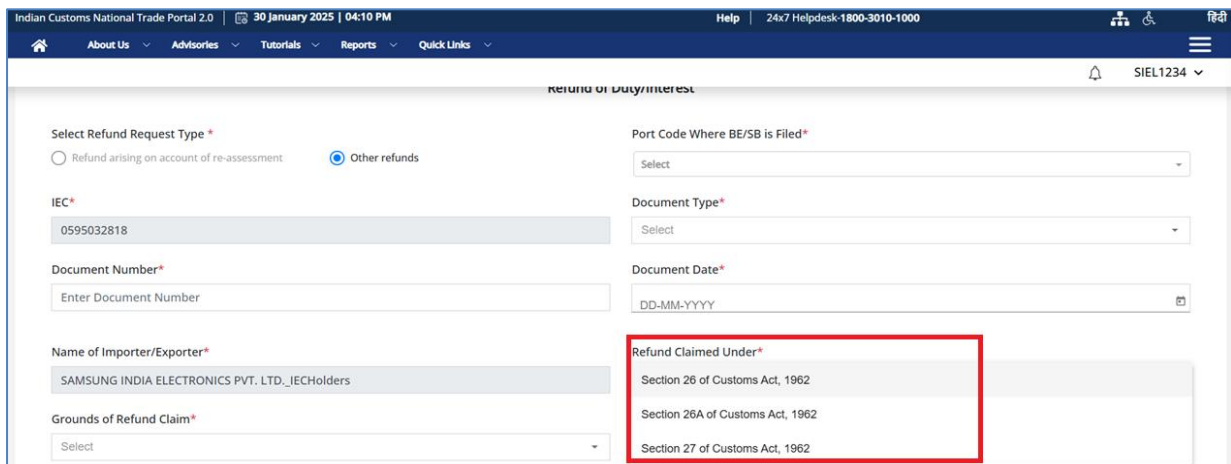


The screenshot shows the 'Refund of Duty/Interest' form. It contains the following fields and options:

- Select Refund Request Type ***: Radio buttons for 'Refund arising on account of re-assessment' and 'Other refunds' (selected).
- Port Code Where BE/SB is Filed ***: A dropdown menu.
- IEC ***: A text field containing '0389022390'.
- Document Type ***: A dropdown menu.
- Document Number ***: A text field with the placeholder 'Enter Document Number'.
- Document Date ***: A date picker field showing 'DD-MM-YYYY'.
- Name of Importer/Exporter ***: A text field containing 'INDIAN OIL CORPORATION LTD., IEC Holders'.
- Refund Claimed Under ***: A dropdown menu.
- Grounds of Refund Claim ***: A dropdown menu.

- (c) 'IEC' of the user, and 'Name of the Importer/ Exporter' will be auto displayed by the system from the details available in user's profile.
- (d) User will select 'Port Code' where the BE had been filed, 'Document Type', and 'Document Date' from the dropdown menu.
- (e) User will enter 'Document Number' and Select 'Document Date'.
- (f) User will select 'Refund Claimed Under' from the dropdown menu, the available options are:
- Section 26, of Customs Act, 1962 (refund of export duty in specific cases)
 - Sections 26A of Customs Act, 1962 (refund of import duty in specific cases)

- Section 27 of Customs Act, 1962 (refund of duty and interest paid on imported goods)



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About Us | Advisories | Tutorials | Reports | Quick Links

Refund of Duty/Interest

Select Refund Request Type *

☐ Refund arising on account of re-assessment ☒ Other refunds

Port Code Where BE/SB is Filed *

Select

IEC *

0595032818

Document Type *

Select

Document Number *

Enter Document Number

Document Date *

DD-MM-YYYY

Name of Importer/Exporter *

SAMSUNG INDIA ELECTRONICS PVT. LTD., IEC Holders

Refund Claimed Under *

Section 26 of Customs Act, 1962

Section 26A of Customs Act, 1962

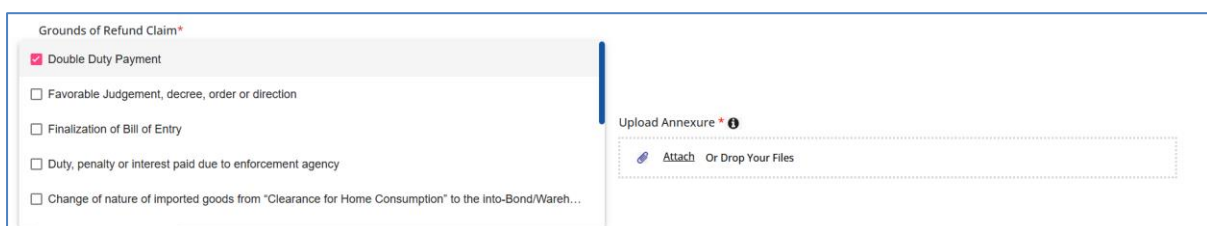
Section 27 of Customs Act, 1962

Grounds of Refund Claim *

Select

(g) User will select “Grounds of Refund Claim” from the dropdown menu, the available options are:

- Double Duty Payment
- Favourable Judgement, decree, order or direction
- Finalization of Bill of Entry
- Duty, penalty or interest paid due to enforcement agency
- Change of nature of imported goods from “Clearance for Home Consumption” to the into-Bond/Warehousing
- Burden of duty passed on by the other person
- Bank Guarantee appropriation
- Pre-deposit
- Goods returned to exporter
- Re-imported Goods
- Defective or redundant imported goods
- Miscellaneous.



Grounds of Refund Claim *

☒ Double Duty Payment

☐ Favorable Judgement, decree, order or direction

☐ Finalization of Bill of Entry

☐ Duty, penalty or interest paid due to enforcement agency

☐ Change of nature of imported goods from "Clearance for Home Consumption" to the into-Bond/Wareh...

Upload Annexure *

Attach Or Drop Your Files

Grounds of Refund Claim*
☒ Burden of duty passed on by the other person

☐ Bank Guarantee appropriation

☐ Pre-deposit

☐ Goods returned to exporter

☐ Re-imported Goods

Upload Annexure * ⓘ

 Or Drop Your Files

☐ Defective or redundant imported goods

☐ Miscellaneous

Or Drop Your Files

(g) The user will select “**Annexure Type**” from the dropdown and upload the digitally signed documents. The uploaded Annexure should be digitally signed pdf file. The user can upload the documents of size up to 1.5 MB. User can upload one or more of the below mentioned documents:

- (i) Re- assessed test report of the item,
- (ii) Revised Invoice,
- (iii) Literature about the item,
- (iv) Unjust Enrichment Certificate,
- (v) Proof of IGST reversal,
- (vi) Others.

Upload Documents

Select Annexure Type*

 Select

Select Annexure Type is required

Upload Annexure * ⓘ

 Or Drop Your Files

Select Annexure Type*

 Re-assessed test report of the item

 Revised Invoice

 Re-assessed literature about the item

 Unjust Enrichment Certificate

 Proof of IGST reversal

Upload Annexure * ⓘ

 Or Drop Your Files

Eligible amount for Refund*

 Enter Amount

(h) The user can upload more documents (maximum 5 documents) by clicking the “**Add more documents**” button.

Upload Documents
 Select Annexure Type*
 Select

Upload Annexure *
 Attach Or Drop Your Files

+ Add More Documents

- (i) Next, user will select the bank account from the dropdown menu for refund disbursement, on selecting the bank account the system will automatically fill in the user's bank account details, such as the 'Bank Account Number', 'Name of the Bank', 'IFSC' code of the Bank, and 'Address of the Bank Branch'.

NOTE: User will not be able to proceed for the application submission, if in case any Bank account is not registered on ICEGATE portal, Registration of Bank account number is a strict pre-requisite for Refund module, Users are advised to register the bank account number on ICEGATE portal to proceed for refund application. If importer has no bank account (for receiving export incentives) available in his profile for that port, then importer should first register the bank account number on the ICEGATE portal (using Bank Account Management Service) before proceeding for refund application. The user manual for Bank Account Management Service is available on <https://www.icegate.gov.in/guidelines/bank-account-management-importer-manual>. The importer should also carefully check the account number and IFSC code entered in his profile and if there is any modification/ change required, that should be done through bank account management service before submitting the application or else their application would get rejected from PFMS.

Details of Bank Account
 Select Bank Account*
 [Dropdown Menu]

Bank Account Number*
 [Text Field]

Name of the Bank*
 [Text Field]

IFSC*
 [Text Field]

Address of Bank Branch*
 [Text Field]

Submit

(j) Next, the user will provide a declaration and select one of the options as shown in the screen below. These options are as under:

- (i) If any other refund claimed or pending against the same Import/Export document – (Yes/No).
- (ii) Whether personal hearing required or not before the case is decided– (Yes/No)
- (iii) Whether the duty has been paid under protest-(Yes/No)

Whether any other refund claim filed/pending against the same Import/Export document * <input checked="" type="radio"/> Yes <input type="radio"/> No	Whether personal hearing required or not before the case is decided * <input checked="" type="radio"/> Yes <input type="radio"/> No
Whether the duty has been paid under protest * <input type="radio"/> Yes <input checked="" type="radio"/> No	
<input checked="" type="checkbox"/> I/We <small>JECHolders hereby declare that -</small> <small>(a) the contents of the refund claim as per form above are true and correct to the best of my/our information and belief;</small> <small>(b) the amount and ground for which this refund claim has been filed has not been previously claimed and paid; and that</small> <small>(c) the excess duty claimed as refund has not been passed on to any other person by the importer/buyer.</small>	

(k) If the duty has been paid under protest, the user will have to enter the “**Custom House Protest registration number**”.

Whether any other refund claim filed/pending against the same Import/Export document * <input checked="" type="radio"/> Yes <input type="radio"/> No	Whether personal hearing required or not before the case is decided * <input checked="" type="radio"/> Yes <input type="radio"/> No
Whether the duty has been paid under protest * <input checked="" type="radio"/> Yes <input type="radio"/> No	Customs House protest registration number * <input style="width: 100%;" type="text"/>
<input checked="" type="checkbox"/> I/We <small>JECHolders hereby declare that -</small> <small>(a) the contents of the refund claim as per form above are true and correct to the best of my/our information and belief;</small> <small>(b) the amount and ground for which this refund claim has been filed has not been previously claimed and paid; and that</small> <small>(c) the excess duty claimed as refund has not been passed on to any other person by the importer/buyer.</small>	
<input type="button" value="Submit"/>	

(l) On clicking the <**Submit**> button, the request will be validated with OTP (One time password) service both on SMS and E-mail on registered mobile and email id.

Indian Customs National Trade Portal 2.0 | 04 September 2024 | 05:21 PM | Help | 24x7 Helpdesk-1800-3010-1000

Mobile verified

Dashboard > Refund > Refund of Duty/Interest
Refund of Duty/Interest

Refund of Duty/Interest

Mobile *
+9199*****29 ✓

Email ID *
ko*****om ✓

Back Submit

- (m) On successful verification of the OTP the request will be submitted and ICEGATE will generate a unique Application Reference Number (ARN). The ARN will be displayed to the user on the screen and will be communicated to the user through email and SMS.

Indian Customs National Trade Portal 2.0 | 02 September 2024 | 07:13 PM | Help | 24x7 Helpdesk-1800-3010-1000

Success!


Your refund application form is submitted with Application Reference Number (ARN) ARNIG02092024191300006. You will be notified about the outcome of the request or any further action on your dashboard after a review is completed by Competent Authority

Mobile *
+9199*****29

Generate OTP

Back Submit

- (n) User will be able to download the pdf copy of the raised request by clicking on the link “**Download Form**” link in the Refund Dashboard.

<div>  About Us Advisories Tutorials Reports Quick Links </div> <div>IOCLCUSTOMS001</div>										
Dashboard > Refund > Refund of Duty/Interest Refund of Duty/Interest										
<div> Re-assessment Dashboard Refund Dashboard </div>										
<div> <div>Refund Dashboard</div> <div>Create New Refund Request - Other Refund</div> </div>										
SR. NO.	DATE OF REQUEST ↑	ARN ↑	RIN ↑	DOCUMENT NUMBER	DOCUMENT DATE	PORT CODE ↑	STATUS & ACTION	PENDENCY NO. OF DAYS	DOWNLOAD	
1	20-12-2024	ARNIG20122024170900001	RINIG201224110400001	4705476	18-02-2023	INDY1	Refund Order Issued	3	Download Form	
2	18-12-2024	ARNIG18122024123100003	RINIG181224121400001	4704580	18-02-2023	INDY1	Show Cause Notice Issued	5	Download Form	
3	16-12-2024	ARNIG16122024144400001	RINIG131124141000002	4752946	22-02-2023	INVTZ1	Acknowledgement Generated	7	Download Form	
4	12-12-2024	ARNIG12122024115700001	RINIG141124123000002	4752569	22-02-2023	INVTZ1	Refund Order Issued	11	Download Form	

6. Refund Dashboard.

User can access this dashboard for accessing the form for requesting “other refund” of Customs Duties and for viewing the status of previously submitted forms. Users are advised to keep checking the updates on the refund dashboard, as during refund process, refund officer can ask for document or raise queries which needs to be addressed by the user through the dashboard.

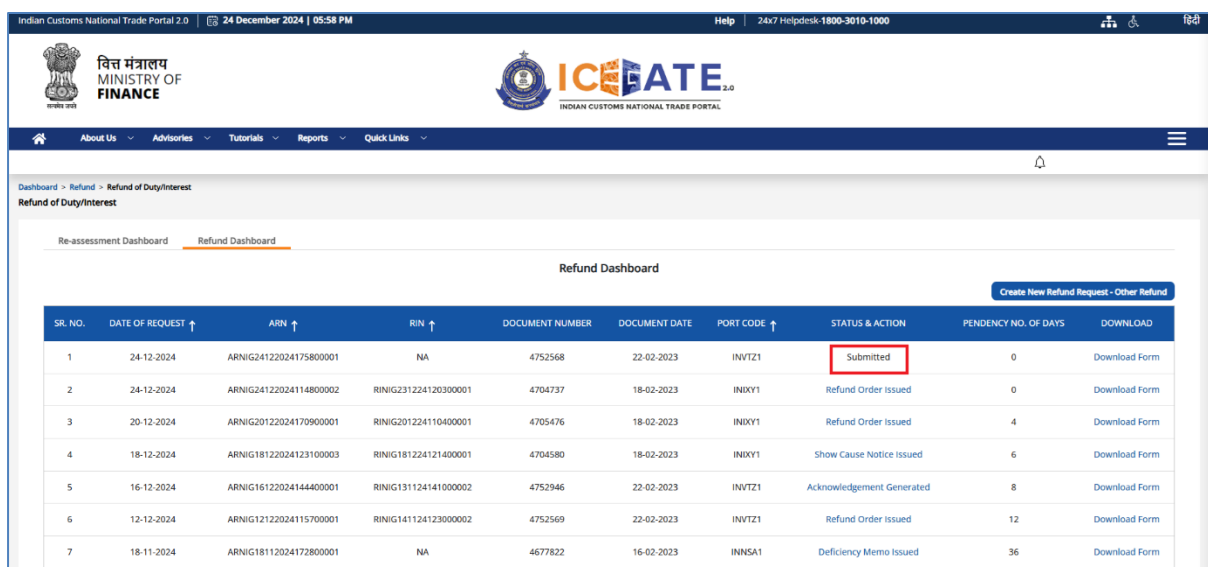
6.1. Viewing Status of Refund Requests Submitted.

The table in Refund Dashboard provides status of each Refund request form which has been submitted successfully by the user. The **Status & Action** column provides the relevant information about the status and stage at which the application has reached along with any necessary action that is pending at the end of the user.

The status of the refund request can be any of the following:

6.1.1. Submitted.

Once an application form is submitted successfully, the status of the application will be shown as “**Submitted**”.



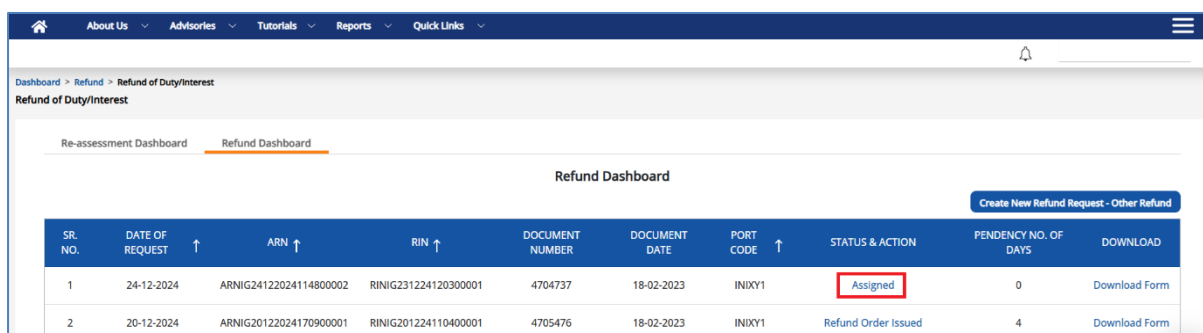
The screenshot shows the ICEGATE Refund Dashboard. The top navigation bar includes the Ministry of Finance logo, ICEGATE logo, and user information. The main content area displays a table of refund requests. The first row is highlighted, showing a request with status 'Submitted'.

SR. NO.	DATE OF REQUEST ↑	ARN ↑	RIN ↑	DOCUMENT NUMBER	DOCUMENT DATE	PORT CODE ↑	STATUS & ACTION	PENDENCY NO. OF DAYS	DOWNLOAD
1	24-12-2024	ARNIG24122024175800001	NA	4752568	22-02-2023	INVTZ1	Submitted	0	Download Form
2	24-12-2024	ARNIG24122024114800002	RINIG231224120300001	4704737	18-02-2023	INXY1	Refund Order issued	0	Download Form
3	20-12-2024	ARNIG20122024170900001	RINIG201224110400001	4705476	18-02-2023	INXY1	Refund Order issued	4	Download Form
4	18-12-2024	ARNIG18122024123100003	RINIG181224121400001	4704580	18-02-2023	INXY1	Show Cause Notice issued	6	Download Form
5	16-12-2024	ARNIG16122024144400001	RINIG131124141000002	4752946	22-02-2023	INVTZ1	Acknowledgement Generated	8	Download Form
6	12-12-2024	ARNIG12122024115700001	RINIG141124123000002	4752569	22-02-2023	INVTZ1	Refund Order issued	12	Download Form
7	18-11-2024	ARNIG18112024172800001	NA	4677822	16-02-2023	INNSA1	Deficiency Memo Issued	36	Download Form

As there is no Reassessment number in other refunds, therefore the RIN number in dashboard will show NA. RIN number identifies the unique Re-assessment number in case of a re-assessment application.

6.1.2. Assigned.

After submission of the refund application, application will be processed and assigned to the Competent Authority, the status of the refund request will show as **“Assigned”**

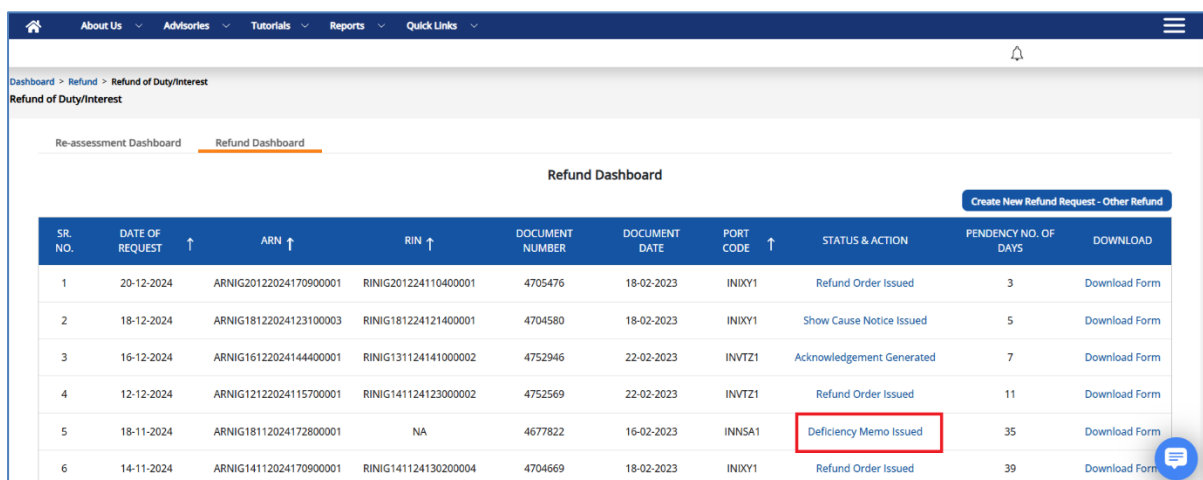


The screenshot shows the 'Refund Dashboard' with a table of refund requests. The first row is highlighted with a red box around the 'Assigned' status.

SR. NO.	DATE OF REQUEST	ARN	RIN	DOCUMENT NUMBER	DOCUMENT DATE	PORT CODE	STATUS & ACTION	PENDENCY NO. OF DAYS	DOWNLOAD
1	24-12-2024	ARNIG24122024114800002	RINIG231224120300001	4704737	18-02-2023	INIXY1	Assigned	0	Download Form
2	20-12-2024	ARNIG20122024170900001	RINIG201224110400001	4705476	18-02-2023	INIXY1	Refund Order Issued	4	Download Form

6.1.3. Deficiency Memo Issued.

Upon initial scrutiny of the application, if the Competent Authority believes that the application has deficiencies or any clarification is required from the user, the Competent Authority will issue a 'Deficiency Memo' and the accordingly status of the application will be displayed as **“Deficiency Memo Issued”** under the “Status and Action” column.



The screenshot shows the 'Refund Dashboard' with a table of refund requests. The fifth row is highlighted with a red box around the 'Deficiency Memo Issued' status.

SR. NO.	DATE OF REQUEST	ARN	RIN	DOCUMENT NUMBER	DOCUMENT DATE	PORT CODE	STATUS & ACTION	PENDENCY NO. OF DAYS	DOWNLOAD
1	20-12-2024	ARNIG20122024170900001	RINIG201224110400001	4705476	18-02-2023	INIXY1	Refund Order Issued	3	Download Form
2	18-12-2024	ARNIG18122024123100003	RINIG181224121400001	4704580	18-02-2023	INIXY1	Show Cause Notice Issued	5	Download Form
3	16-12-2024	ARNIG16122024144400001	RINIG131124141000002	4752946	22-02-2023	INVTZ1	Acknowledgement Generated	7	Download Form
4	12-12-2024	ARNIG12122024115700001	RINIG141124123000002	4752569	22-02-2023	INVTZ1	Refund Order Issued	11	Download Form
5	18-11-2024	ARNIG18112024172800001	NA	4677822	16-02-2023	INNSA1	Deficiency Memo Issued	35	Download Form
6	14-11-2024	ARNIG14112024170900001	RINIG141124130200004	4704669	18-02-2023	INIXY1	Refund Order Issued	39	Download Form

- (a) The user will click the “Deficiency Memo Issued” link to Access/Download the memo and submit his reply within the time period mentioned in the memo. The user can also upload documents along with the reply by clicking on <Reply to Notice> button provided in the memo.

About Us
Advisories
Tutorials
Reports
Quick Links

Dashboard > Refund > Deficiency Memo
Notice of Deficiency on Application for Refund

Deficiency Notice Reference No
DMM20122024171400001

Date
20-12-2024

IEC
0389022390

Name
INDIAN OIL CORPORATION LTD._ECholders

Application Reference No (ARN)
ARNIG20122024170900001

This is with reference to your Refund application referred above, filed under **Section 27 of Customs Act, 1962** Your application has been examined and certain essential defects have been observed during preliminary scrutiny, which are given as under:

Deficiencies/Defects

Deficiencies/Defects Raised By Admin Officer : Your application for Customs Broker role on ICEGATE is approved. You can now enjoy ICEGATE services available on your dashboard. Below are your login details You can change the password from your

Reply to the Notice

When User Reply for Show Cause Notice option to upload attachments can also given Download Form Option Should be Given In Re-Assessment and Refund Dashboard Document Attachment option Download Form

Sr. No.	Document Description	IRN	Upload Document	Action
1	Please find the attached screens of Custom Refund for	2024122000000011	<div> Attach Signed.Pdf </div> <div> File size limit is 1.5MB only in PDF & document should be digitally signed </div>	Remove
2	When User Reply for Deficiency Memo or Show Cause	2024122000000012	<div> Attach 08augSigned.Pdf </div> <div> File size limit is 1.5MB only in PDF & document should be digitally signed </div>	Remove
3	Refund order Applicant Amount in Payment Advice tal	2024122000000013	<div> Attach 08augSigned.Pdf </div> <div> File size limit is 1.5MB only in PDF & document should be digitally signed </div>	Remove

Add Row

The following documents containing details of deficiencies/defects can be viewed on the e-Sanchit portal:

File size limit is 1.5MB only in PDF & document should be digitally signed

Add Row

The following documents containing details of deficiencies/defects can be viewed on the e-Sanchit portal:

Sr. No.	Document Description	IRN	Upload Document
1	Refund order Applicant Amount in Payment Advice table UI Validations of all forms Attachment in deficiency memo and SCN Positive flow without data manipulation with help of Mohan Sir Other Refund	2024122000000006	signed.p
2	Please find the attached screens of Custom Refund for Admin and User module Note This Document doesn't Contain Deficiency Memo and Show Cause Notice screens as bug fixing is in progress for those screens	2024122000000007	08augSigne
3	When User Reply for Deficiency Memo or Show Cause Notice option to upload attachments can also given Download Form Option Should be Given In Re-Assessment and Refund Dashboard Document Attachment option	2024122000000008	08augSigne
4	Create Re-Assessment SEZ user with Positive Outcome Create Re-Assessment for child user with Negative outcome File Re-Assessment If Assessed Amount is equal to Paid Amount If Approved with Negative outcome	2024122000000009	signed.p
5	If Rejected can we submit the same BE number for Re-Assessment If Approved with Negative outcome the BE number cannot be Approved again for Refund Create Re-Assessment SEZ user with Positive Outcomes	2024122000000010	signed.p

You are directed to file fresh refund application after the rectification of above deficiencies.

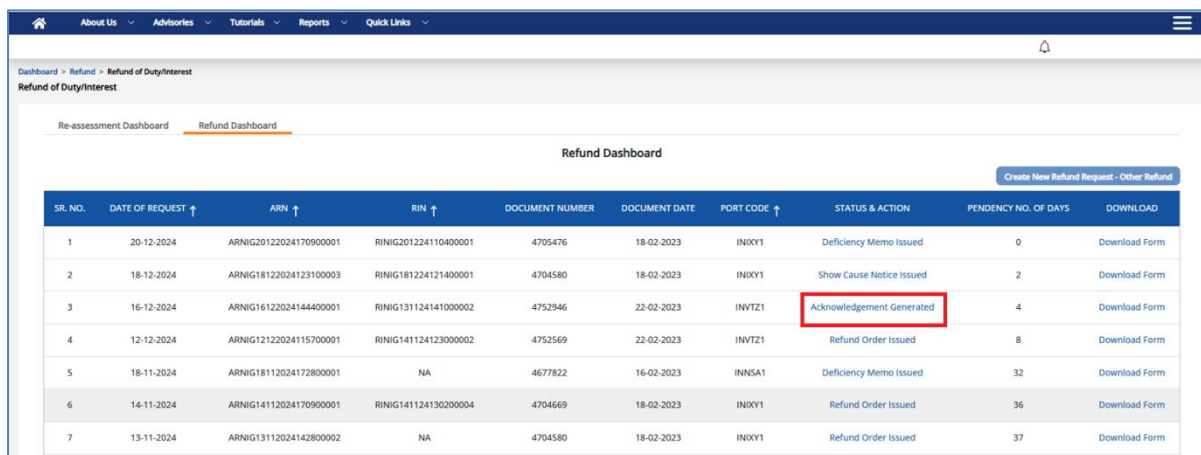
Date
20-12-2024

Download Memo

Reply to Notice

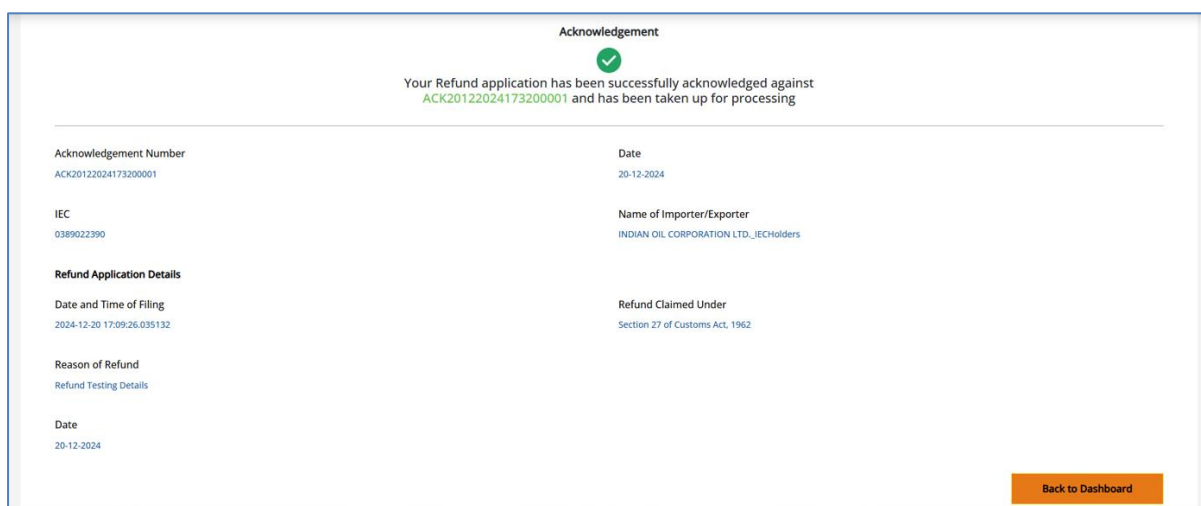
6.1.4. Acknowledgment Generated.


If the Competent Authority finds that, after initial scrutiny or after reviewing the response to the Deficiency Memo, the application does not have any deficiencies, the Competent Authority will issue an Acknowledgement and accordingly the status of the request will be displayed as “**Acknowledgment Generated**”.



SR. NO.	DATE OF REQUEST ↑	ARN ↑	RIN ↑	DOCUMENT NUMBER	DOCUMENT DATE	PORT CODE ↑	STATUS & ACTION	PENDENCY NO. OF DAYS	DOWNLOAD
1	20-12-2024	ARNIG20122024170900001	RINIG201224110400001	4705476	18-02-2023	INIXY1	Deficiency Memo Issued	0	Download Form
2	18-12-2024	ARNIG18122024123100003	RINIG181224121400001	4704580	18-02-2023	INIXY1	Show Cause Notice Issued	2	Download Form
3	16-12-2024	ARNIG16122024144400001	RINIG131124141000002	4752946	22-02-2023	INVTZ1	Acknowledgment Generated	4	Download Form
4	12-12-2024	ARNIG12122024115700001	RINIG141124123000002	4752569	22-02-2023	INVTZ1	Refund Order Issued	8	Download Form
5	18-11-2024	ARNIG18112024172800001	NA	4677822	16-02-2023	INNSA1	Deficiency Memo Issued	32	Download Form
6	14-11-2024	ARNIG14112024170900001	RINIG141124130200004	4704669	18-02-2023	INIXY1	Refund Order Issued	36	Download Form
7	13-11-2024	ARNIG13112024142800002	NA	4704580	18-02-2023	INIXY1	Refund Order Issued	37	Download Form

(a) Acknowledgment details with acknowledgment number will be visible to the user If they click on the status “Acknowledgment Generated” link. The screen display will be as under:



Acknowledgement

 Your Refund application has been successfully acknowledged against
ACK20122024173200001 and has been taken up for processing

Acknowledgement Number ACK20122024173200001	Date 20-12-2024
IEC 0389022390	Name of Importer/Exporter INDIAN OIL CORPORATION LTD., IECHolders
Refund Application Details	
Date and Time of Filing 2024-12-20 17:09:26.035132	Refund Claimed Under Section 27 of Customs Act, 1962
Reason of Refund Refund Testing Details	
Date 20-12-2024	

[Back to Dashboard](#)

6.1.5. Show Cause Notice Issued.

After generation of the acknowledgment, the application will be reviewed in detail by the Competent Authority. Based on the review, if the entire amount of refund or part

thereof is prima-facie found to be inadmissible by the Competent Authority, the Authority will issue a Show Cause Notice and accordingly the status of the application form will be displayed as **"Show Cause Notice Issued"**.

Indian Customs National Trade Portal 2.0 | 23 December 2024 | 01:14 PM | Help | 24x7 Helpdesk: 1800-3010-1000

Dashboard > Refund > Refund of Duty/Interest

Refund of Duty/Interest

Re-assessment Dashboard **Refund Dashboard**

Refund Dashboard [Create New Refund Request - Other Refund](#)

SR. NO.	DATE OF REQUEST ↑	ARN ↑	RIN ↑	DOCUMENT NUMBER	DOCUMENT DATE	PORT CODE ↑	STATUS & ACTION	PENDENCY NO. OF DAYS	DOWNLOAD
1	20-12-2024	ARNIG20122024170900001	RINIG201224110400001	4705476	18-02-2023	INXY1	Refund Order Issued	3	Download Form
2	18-12-2024	ARNIG18122024123100003	RINIG181224121400001	4704580	18-02-2023	INXY1	Show Cause Notice Issued	5	Download Form
3	16-12-2024	ARNIG16122024144400001	RINIG131124141000002	4752946	22-02-2023	INVTZ1	Acknowledgement Generated	7	Download Form
4	12-12-2024	ARNIG12122024115700001	RINIG141124123000002	4752569	22-02-2023	INVTZ1	Refund Order Issued	11	Download Form
5	18-11-2024	ARNIG18112024172800001	NA	4677822	16-02-2023	INNSA1	Deficiency Memo Issued	35	Download Form
6	14-11-2024	ARNIG14112024170900001	RINIG141124130200004	4704669	18-02-2023	INXY1	Refund Order Issued	39	Download Form
7	13-11-2024	ARNIG13112024142800002	NA	4704580	18-02-2023	INXY1	Refund Order Issued	40	Download Form
8	13-11-2024	ARNIG13112024120000001	RINIG131124115300001	4752944	22-02-2023	INVTZ1	Refund Order Issued	40	Download Form
9	29-10-2024	ARNIG29102024162500001	NA	4752944	22-02-2023	INVTZ1	Refund Order Issued	55	Download Form
10	24-09-2024	ARNIG24092024144000001	RINIG240924133900001	3507547	16-05-2024	INVTZ1	Refund Order Issued	90	Download Form

- (a) The user can view/ download the generated show caused notice by clicking on the **"Show Caused Notice Issued"** link.

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[Reports](#)
[Quick Links](#)

[Dashboard](#) > [Refund](#) > [Reply to Show Cause Notice](#)

Reply to Show Cause Notice

Show Cause Reference No
 SCN18122024162700002

Date
 18-12-2024

IEC
 0389022390

Name
 INDIAN OIL CORPORATION LTD., IECHolders

Application Reference No (ARN)
 ARNIG18122024123100003

This is with reference to your Refund application referred above, filed under **Section 27 of Customs Act, 1962** On examination, following reasons for non-admissibility of refund have been observed:

Sr. No.	Description	Amount Inadmissible
1	You have successfully completed your application for ICEGATE registration. The username and password	657.09

List of documents uploaded on e-Sanchit

Document Description	IRN	Download
ent SEZ user with Postive Outcome Create Re-Assessment for child user with Negative outcome File Re-Assessment If Assessed Amount is equal to Paid Amount If Approved with Negative	2024121800000059	Download
ilicant Amount in Payment Advice table UI Validations of all forms Attachment in deficiency memo and SCN Positive flow without data amnipulation with help og Mohan Sir Other Refund	2024121800000060	Download
eficiency Memo or Show Cause Notice option to upload attachments can also given Download Form Option Should be Given in Re-Assessment and Refund Dashboard Document Attachment	2024121800000061	Download
d screens of Custom Refund for Admin and User module Note This Document doesnt Contain Deficiency Memo and Show Cause Notice screens as bug fixing is in progress for those screens	2024121800000062	Download
iciency Memo or Show Cause Notice option to upload attachments can also given Download Form Option Should be Given in Re-Assessment and Refund Dashboard Document Attachment opt	2024121800000063	Download
mit the same BE number for Re-Assessment If Approved with Negative outcome the BE number cannot be Approved again for Refund Create Re-Assessment SEZ user with Postive Outcomes	2024121800000065	Download

You are hereby called upon to show cause as to why your refund claim should not be rejected for reasons stated above. You are requested to submit your response within **15 days, 02-01-2025** to the undersigned from the date of **18-12-2024** of this notice. If you fail to file reply, it will be presumed that you have nothing to report and your application for refund claim stands rejected

Date
18-12-2024

[Download Memo](#)
[Reply to Notice](#)

- (b) The user can download the generated Notice by clicking the **<Download Memo>** button and reply to the notice by clicking the **<Reply to Notice>** button. User can also upload any document along with furnishing the reply.

Dashboard > Refund > Reply to Show Cause Notice

Reply to Show Cause Notice

Show Cause Reference No
SCN2012202417470001

Date
20-12-2024

IEC
0389022390

Name
INDIAN OIL CORPORATION LTD_IceHolders




Application Reference No (ARN)
ARNIG20122024170900001

Reply to the Notice

If Rejected can we submit the same BE number for Re-Assessment If Approved with Negative outcome the BE number cannot be Approved again for Refund Create Re-Assessment SEZ user with **Positive Outcomes**

Reply to the Notice

If Rejected can we submit the same BE number for Re-Assessment If Approved with Negative outcome the BE number cannot be Approved again for Refund Create Re-Assessment SEZ user with **Positive Outcomes**

Sr. No.	Document Description	IRN	Upload Document	Action
1	Create Re-Assessment SEZ user with Positive Outcome	2024122000000018	  Signed.Pdf 	

File size limit is 1.5MB only in PDF & document should be digitally signed

[Add Row](#)

☒ I INDIAN OIL CORPORATION LTD_IceHolders hereby solemnly affirm and declare that the information given herein above is true and correct to the best of my knowledge and belief and nothing has been concealed therefrom

Date*


20-12-2024


[Submit SCN Response](#)

(c) The system will show the message "User Response for the Query raised is Saved Successfully" after the user submits their SCN query response.

Indian Customs National Trade Portal 2.0 | 20 December 2024 | 05:57 PM

Help | 24x7 Helpdesk: 1800-3010-1000

 वित्त मंत्रालय
MINISTRY OF
FINANCE

 **ICEGATE**
INDIAN CUSTOMS NATIONAL TRADE PORTAL

Dashboard > Refund > Refund of Duty/Interest

Refund of Duty/Interest

Re-assessment Dashboard [Refund Dashboard](#)

Refund Dashboard

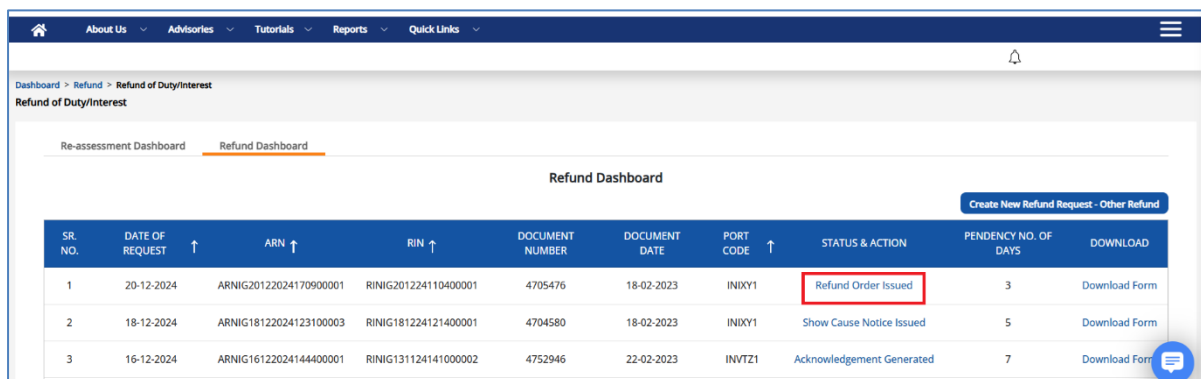
[Create New Refund Request - Other Refund](#)

Sr. NO.	DATE OF REQUEST ↑	ARN ↑	RIN ↑	DOCUMENT NUMBER	DOCUMENT DATE	PORT CODE ↑	STATUS & ACTION	PENDENCY NO. OF DAYS	DOWNLOAD
1	20-12-2024	ARNIG20122024170900001	RINIG201224110400001	4705476	18-02-2023	INDY1	Show Cause Notice Issued	0	Download Form
2	18-12-2024	ARNIG18122024123100003	RINIG181224121400001	4704580	18-02-2023	INDY1	Show Cause Notice Issued	2	Download Form

User Response for the Query raised is Saved Successfully

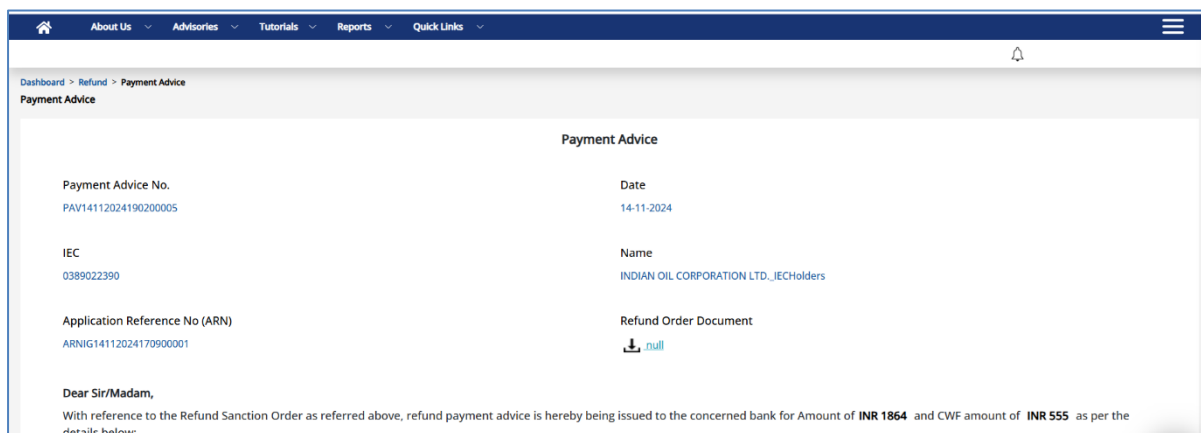
6.1.6. Refund Order Issued.

Based on the review of reply and documents furnished by the user, the Competent Authority will prepare a Refund Order granting or rejecting or partially granting the requested refund amount. In this case, the system will display the status of the application form as "**Refund Order Issued.**"



SR. NO.	DATE OF REQUEST	ARN	RIN	DOCUMENT NUMBER	DOCUMENT DATE	PORT CODE	STATUS & ACTION	PENDENCY NO. OF DAYS	DOWNLOAD
1	20-12-2024	ARNIG20122024170900001	RINIG201224110400001	4705476	18-02-2023	INDXY1	Refund Order Issued	3	Download Form
2	18-12-2024	ARNIG18122024123100003	RINIG181224121400001	4704580	18-02-2023	INDXY1	Show Cause Notice Issued	5	Download Form
3	16-12-2024	ARNIG16122024144400001	RINIG131124141000002	4752946	22-02-2023	INVTZ1	Acknowledgement Generated	7	Download Form

- (a) In addition to the Refund Order, the below **Payment Advice** will also be generated and shown to the user if the Refund is granted fully or partially. The scroll will be then generated by the Jurisdictional Customs Refund Officer and the amount will be credited to the user's bank account through PFMS.



Payment Advice	
Payment Advice No. PAV14112024190200005	Date 14-11-2024
IEC 0389022390	Name INDIAN OIL CORPORATION LTD., IEC Holders
Application Reference No (ARN) ARNIG14112024170900001	Refund Order Document Download

Dear Sir/Madam,

With reference to the Refund Sanction Order as referred above, refund payment advice is hereby being issued to the concerned bank for Amount of **INR 1864** and CWF amount of **INR 555** as per the details below.



Dear Sir/Madam,

With reference to the Refund Sanction Order as referred above, refund payment advice is hereby being issued to the concerned bank for Amount of **INR 1864** and CWF amount of **INR 555** as per the details below:

Bank Details	
Bank Account no. as per application	11094829469
Name of the Bank	STATE BANK OF INDIA
Name and address of the Bank/Branch	KOLKATA AIRPORT BRANCH
IFSC	SBIN0003029

Date

14-11-2024

[Download Memo](#)

[Close](#)

7. Contact Us.

The contact details are as follows:

Pr. ADG, ICEGATE

Director General of Systems & Data Management, CBIC

1st Floor, CR Building, IP Estate,

New Delhi – 110 109

Toll Free No: 1800-3010-1000ss

The user can also drop their queries at:

Email: icegatehelpdesk@icegate.gov.in

