



सत्यमेव जयते

**Dr. John Joseph**  
Special Secretary & Member

भारत सरकार  
GOVERNMENT OF INDIA  
वित्त मंत्रालय/राजस्व विभाग  
MINISTRY OF FINANCE / DEPARTMENT OF REVENUE  
केन्द्रीय अप्रत्यक्ष कर एवं सीमा शुल्क बोर्ड  
CENTRAL BOARD OF INDIRECT TAXES & CUSTOMS  
नार्थ ब्लॉक, नई दिल्ली-११० ००९  
NORTH BLOCK, NEW DELHI-110 001

F.No.IV (34)/1/2019-Systems

Date: 11<sup>th</sup> Oct, 2019

My Dear Colleagues

**Sub: Review of online refund functionality in the CBIC-GST Application -reg.**

Please refer to the Advisory No 29 dated 26.09.2019 from DG Systems, Chennai on the above subject.

2. The advisory explains various processes and functionality for backend handling of refund claims by CBIC officers in the Refund module in the system. It is suggested that the proper officer in your zone may be sensitized to go through the advisory and appropriately handle the refund applications being filed online w.e.f. 26.09.2019.


3. The present status of refund claims Zone wise filed online in RFD 01 as on 11 Oct, 2019 is enclosed. It is expected that either Acknowledgement or Deficiency Memos is issued within 15 days of filing of refund claim. Out of the 5383 refund claims filed so far, it is noticed that 706 number of Acknowledgements RFD 02 and 304 number of Deficiency Memos RFD 03 have been issued. It is also noticed that only two RFD 05 Payment Order have been issued. Hence, it is requested that the Zonal Pr. Chief Commissioners/Chief Commissioners may review the disposal and pendency of refund claims on regular basis.

4. It is proposed to conduct a Video Conference (VC) on processing of refund claims in the newly launched online refund module on 16.10.2019 from 10:30 AM onwards from NACIN ZTI, New Delhi. It is requested that all the AC/DC who are proper officer for processing of refund claims may attend the VC. The concerned supervisory officer also may participate. Officers from GSTN would be briefing about the GSTN frontend facility of filing of Refund claims on Common portal. Officers from DG Systems, Delhi & Chennai would be briefing about backend handling of the Refund claims. The officers from the Zones may raise queries, clear doubts and also give feedback/suggestions on the module. Accordingly, you are requested to give directions to your officers.

With warm regards

Yours Sincerely

To:-  
Pr. Chief Commissioner/Chief Commissioners, All CGST Zones.

  
(John Joseph)  
Member (IT)

Copy to:-

1. Pr DG, NACIN Faridabad/Pr ADG, NACIN ZTI Saket, New Delhi.
2. CEO, GSTN, New Delhi.
3. ADG, DG Systems, Delhi & Chennai.

E-mail : [john.joseph@gov.in](mailto:john.joseph@gov.in), [drjohnj55@gmail.com](mailto:drjohnj55@gmail.com)  
Tel. No. +91-11-23094788, Fax No. +91-11-23093020

Summary Data of Processing RFD-01 Applications As on 11 Oct, 2019

Zone	Refund (RFD-02) applications received		RFD02 issued		RFD03 issued		RFD04 issued		RFD05 issued		RFD06 issued		Sanction RFD05 issued		RFD08 issued		RFD09 issued			
	Number	Amount (Rs in Cr)	Number	Amount (Rs in Cr)	Number	Amount (Rs in Cr)	Number	Amount (Rs in Cr)	Number	Amount (Rs in Cr)	Number	Amount (Rs in Cr)	Number	Amount (Rs in Cr)	Number	Amount (Rs in Cr)	Number	Amount (Rs in Cr)		
AHMEDABAD	433	642,777,403	34	20,720,002	40	40,025,486	0	0	0	0	0	0	0	2	37,280	0	0	0	0	
BENGALURU	249	1,330,839,126	31	175,764,741	12	10,937,779	0	0	0	0	0	0	0	3	4,052,935	1	4,000,000	0	0	
BHOPAL	166	518,319,015	53	43,093,619	5	59,117,650	0	0	0	0	0	0	0	2	736,265	0	0	0	0	
BHUBANESWAR	50	121,404,386	8	11,674,509	4	40,937,228	0	0	0	0	0	0	0	2	72,444	0	0	0	0	
CHANDIGARH	211	253,170,361	34	34,747,556	8	19,295,214	0	0	0	0	0	0	0	0	0	0	0	0	0	
CHENNAI	635	3,287,257,040	52	2,012,363,479	87	123,138,305	12	52,608,228	3	33,423,721	3	20,412,156	1	19,521,744	0	0	0	0	0	
DELHI	303	253,131,538	35	6,423,692	7	30,498,097	0	0	0	0	0	0	0	0	0	0	0	0	0	
GUWAHATI	51	11,142,028	17	4,226,447	1	7,020	0	0	0	0	0	0	0	0	0	0	0	0	0	
HYDERABAD	169	1,124,193,194	40	571,365,371	7	107,845,042	1	897,551	0	0	0	0	2	72,526	0	0	0	0	0	
JAIPUR	321	278,528,134	58	56,977,485	2	229,665	0	0	0	0	0	0	0	2	18,079	0	0	1	8,009	
KOLKATA	193	268,573,916	42	40,003,124	16	60,519,376	0	0	0	0	0	0	0	0	0	0	0	0	0	
LUCKNOW	158	126,367,422	34	11,450,584	12	33,987,951	0	0	0	0	0	0	0	0	0	0	0	0	0	
MERUT	320	2,297,859,535	43	1,770,332,040	38	73,313,572	0	0	0	0	0	0	0	4	1,535,546,983	0	0	0	0	
MUMBAI	770	2,017,463,666	55	79,330,233	16	86,149,391	0	0	0	0	0	0	0	2	74,736	0	0	1	2,251,107	
NAGPUR	88	154,904,973	21	23,220,723	3	5,012,128	0	0	0	0	0	0	0	3	8,002,217	2	7,973,601	0	0	
PANCHKULA	237	1,563,465,328	23	7,672,318	8	283,635,106	0	0	0	0	0	0	0	0	0	0	0	1	2,121,669	
PUNE	156	1,274,053,180	20	49,546,891	14	35,414,769	0	0	0	0	0	0	0	1	17,580	0	0	0	0	
RANCHI	53	25,240,946	26	6,302,664	2	145,241	0	0	0	0	0	0	0	0	0	0	0	0	0	
THIRUVANANTHAPURAM	113	191,577,745	10	7,544,569	3	340,312	0	0	0	0	0	0	0	0	0	0	0	0	0	
VADODARA	617	590,776,251	59	95,622,661	18	78,615,620	2	15,200,190	1	9,391,024	14	17,317,863	1	500	0	0	0	0	0	
VISHAKAPATNAM-AMARAVATHI	90	211,137,047	11	372,291	1	37,030,254	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total	5,383	16,542,441,234	706	5,028,784,499	304	1,123,219,186	15	68,705,969	4	42,814,745	40	1,589,560,964	5	31,495,845	3	4,380,785	0	0	0	0