Standard Operating Procedure (SOP) for processing request received from registered contractor for refund of one-time refundable deposit on HEW Portal.

1. Background:

Contractor registration applications are randomly assigned by the system to one of the following three departments:

I. Public Works Department (B&R)
II. Public Health Engineering Department
III. Irrigation & Water Resources Department

Contractors seeking registration on the Haryana Engineering Works Portal (HEWP) are required to submit their registration applications on the HEW portal. Once the application is approved by the concerned Nodal Division, the contractor is required to deposit the one-time refundable amount, as per the applicable registration category and in accordance with the prevailing registration rules.

Refund applications for the deposited amount may be submitted through the portal either upon up-gradation to a higher registration category, wherein the contractor may claim a refund of the amount deposited for the previous (lower) category, or upon voluntary withdrawal of registration, in which case the contractor may apply for a refund of the deposited security amount. All such refund requests are to be submitted exclusively through the HEWP portal.

Upon submission of a refund request on the HEW Portal, the Nodal Executive Engineer of the concerned Division, under which the contractor's registration application was originally approved, shall be responsible for processing the refund request.

Instructions for processing refunds of Challan (GRN) payment have also been issued by the Treasury & Accounts Department (Finance Department), Government of Haryana through the eGras Portal. These instructions may be accessed by clicking the following link: https://egrashry.nic.in/PDF/Refund_Process_v1.pdf, and are also available under the Downloads tab on the Home Page of the HEW Portal.

2. How to View Contractor Refund Requests on the HEW Portal:

The concerned Department/Office/DDO receives the contractor's refund application on the HEW Portal and is responsible for processing the request internally for necessary checking, verification, and approval from the competent authority. The concerned Nodal Executive Engineer/DDO can view refund requests pending in their Division by logging into the HEW Portal and navigating to the "Pending Refund Status" option available on the Dashboard.

By clicking on “View Details,” and then selecting “Refund Initiated” → “View Details,” the concerned Nodal Executive Engineer/DDO will be able to access all refund requests currently pending action under their jurisdiction. This section displays the details of contractors who have submitted refund applications, including the Agency Name, Contact Number, Bank Account Details, Treasury Unique Code, Refund Initiated Date, Amount, GRN Number, and other relevant application information.

3. How to Process Refund:

To process a refund request on the HEW Portal, the concerned Nodal Executive Engineer/DDO must generate a refund bill through the e-Billing System available at https://esalaryhry.nic.in. The following steps must be followed:

- Select **“General Refund”** as the *Bill Type*
- Choose **"EPS"** as the *Payment Mode*
- Select the **appropriate scheme code applicable to the department** (*If there is any confusion regarding the scheme, the concerned DDO may confirm the details with the respective treasury office.)*
- Enter the **GRN number and payment details** related to the contractor’s deposit. (*These details can be accessed from the contractor's refund request as displayed on the HEW Portal.)*
- Complete all other mandatory fields
- Upload the necessary supporting documents (As per requirement)
- Complete all necessary entries and validations required prior to bill submission in the e-Billing System
- Submit the bill to the treasury for further processing
- The concerned DDO can view the status of the refund bill in the e-Billing System.

4. Updating Refund Status on the HEW Portal:

The refund processing status must also be updated on the HEW Portal by the concerned Executive Engineer/DDO. The status update should include details of each refund request, specifying which contractor’s refund bill has been generated in the e-Billing System and submitted to the treasury office, and which refunds have been approved. This will ensure transparency, accountability, and proper traceability of all refund-related actions.