



Challan (GRN) Refund – There are two types of refunds, if user had prepared Challan (GRN) using e-GRAS application (<https://egrashry.nic.in>). Types of refund and the process/ instructions for applying/taking refund is mentioned below:

- 1) Refund against Failure Transaction
- 2) Refund against Successful Transaction

1) **Refund against Failure Transaction** – If user wants to take refund against failure transaction (as per e-GRAS Application) of any specific Challan (GRN). Since status of transaction is failed on e-GRAS application but payment was deducted from user's account then as per RBI policy concerned aggregator should refund customer within 7 working days. If refund is not received within 7 working days, Customer should contact concerned aggregator bank through which payment was made (PNB/IDBI/SBI). Contact details of Nodal Officers of these banks (PNB/IDBI/SBI) are available on e-GRAS Portal.

2) **Refund against Successful Transaction** – If user wants to take refund against successful transaction (as per e-GRAS Application) of any specific Challan (GRN). As payment is being credited to that respective department account. User to contact and coordinate with concern Department/Office/DDO (as mentioned in Challan). Steps/process of refund is mentioned below:

- ❖ User to give written request in form of application to respective Department/Office/DDO.
- ❖ Concern Department/Office/DDO will receive user application for refund and then process the request internally for checking/Verification and Approval from concern authorities.
- ❖ Post approval – Concerned Office/DDO of respective department will prepare a refund bill in the e-Billing application and then accordingly payment will be credited into User's Account i.e. through Unique Payee Code (UCP).