



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

NO. 26/1, MAHATHMA GANDHI ROAD, NUNGAMBAKKAM, CHENNAI -34

26/1 महात्मा गाँधी रोड, नुंगंबक्कम, चेन्नई-34

Tele: 044-28331101 Fax:044-28331104 Mail: dgschennai@icegate.gov.in

C.No IV/26/11/2017 Systems(S)

Date: 17.04.2020

To
Pr Commissioners/ Commissioners
All GST Zones,
CBIC.

Madam/Sir,

Sub: Issues Related to Refund of Excess Balance in Cash Ledger

The online refunds module has been implemented on 26.09.2019 and the field formations are processing the refunds filed by the Tax Payer in the common portal. This office has been continuously evaluating and monitoring the tickets raised by the field officers and taking corrective action. The frequent system related issues noticed and the number(approximate) of claims pending due to the issue thereof, as on date are as under:

- (i) System error while issuing payment advice- 2533
- (ii) Bank validation issues- 2000
- (iii) Acknowledgment already exists for this ARN -125 ARNs
- (iv) Missing ARNs pertaining to Excess Balance in Cash Ledger Refunds-2400 ARNs
- (v) Payment Disbursement Failure cases where initially success was communicated by GSTN- 154 ARNs
- (vi) Duplicate ARNs generated in GSTN for same Tax Period 107- ARNs (Exact Number pertaining to CBIC not known)
- (vii) Previous payment advice number not available for reissue error while resubmitting failed payment advices- 5 ARNs
- (viii) Missing ARNs filed by TDS registrants- (Exact number not known)

All the above issues had/have GSTN dependency and the same have been taken up with GSTN by raising SDM tickets immediately after the issues are reported by the field officers. This office also constantly engages with GSTN through emails/phone calls/webex/VC for early resolution of the issues.

2. Of the above, two issues related to refund ARNs pertaining to Excess Balance in Electronic Cash Ledger have since been resolved and the same are brought out through this advisory for information and necessary action.

3. **Acknowledgement (RFD02) already exists for this CRN:**

(i) As per the design, GSTN system was supposed to auto acknowledge the ARNs pertaining to the Excess Balance in Electronic Cash Ledger refunds. However, in the initial days of implementation, due to a glitch in the GSTN System, for some ARNs the auto acknowledgement was not issued. When this was brought to their notice, GSTN while acknowledging the issue had requested CBIC to make a provision in the system to allow officers to issue acknowledgement in such cases as an interim measure. Accordingly, change was made in the system (back end) to allow officers to issue acknowledgement. This change was working fine for most of the cases.

(ii) However, while doing so, for some ARNs an error-“Acknowledgement (RFD02) already exists for this CRN” was received from GSTN. The issue was taken up with GSTN and the root cause was analyzed. It was found that in these cases, GSTN system had actually auto acknowledged the ARN but failed to share the details with CBIC System. CBIC System presumed that acknowledgement has not been issued and allowed the officers to issue acknowledgement for the ARNs. Some officers have also issued deficiency memo for these ARNs. Since GSTN System has already issued auto acknowledgement to the ARNs, we were receiving the mentioned error. A total of 125 ARNs were affected by this issue.

(iii) Since the auto acknowledgement issued by GSTN were available in the Tax Payer’s dashboard, GSTN in a webex held on 06.04.2020, informed that they have made some changes in

their system to ensure that this issue does not happen for prospective cases. However, for retrospective cases where error has already occurred, they suggested that the acknowledgement/ deficiency memo issued by the officer has to be deleted in the CBIC System and the ARNs should be moved to the pending for sanction stage. Since this was the only possible way to resolve the issue, DGS Chennai took up the task of deleting the data(acknowledgement and Deficiency memo) and reprocessing the ARNs. This task has been completed and the ARNs are now made available in the dashboard of the officer under “pending for issuance of sanction order” stage. The officers shall now start processing the ARNs.

4. **Missing ARNs pertaining to Excess Balance in Cash Ledger Refunds:**

(i) It was noticed that the ARNs of refunds relating to “Excess balance in Cash Ledger refunds” were not received in the CBIC system since March, 2020. On examination, it was found that the ARNs were failing to get processed in the system due to missing certain mandatory attribute. When this was taken up with GSTN, it came to light that the changes made by GSTN to fix the issue related to auto acknowledgement of refund ARNs pertaining to Excess Balance in Cash Ledger refunds, led to certain mandatory attributes not being shared with the CBIC System, due to which the ARNs were failing. This change has been done by GSTN during first week of March and as such, the ARNs filed after that were failing in the CBIC System.

(ii) During the discussion with GSTN on 06.04.2020, an approach to resolve this issue and fetch the failed ARNs was arrived. Accordingly, this task was taken up by us and completed successfully and deployed yesterday i.e 16.04.2020. As a result, around 2400 refund ARNs filed during the past one month pertaining to pan India Jurisdiction, which were failing have been successfully processed and pushed to the dashboard of the officer. The officers shall now start processing these ARNs.

5. It is requested to share this advisory with all the officers processing refunds in your jurisdiction for necessary action. Any difficulty in processing the same may please reported to helpdesk by raising tickets with cbicmitra.helpdesk@icegate.gov.in.

6. The other issues mentioned in Para 1 above are being pursued with GSTN for early resolution.

-Sd-

(S.Thirunavukkarasu)
Additional Director General

Copy submitted to:

- 1.The Pr Director General, Directorate of Systems and Data Management, New Delhi.
- 2.Pr Chief Commissioners/ chief commissioners of GST
- 3.Pricipal Commissioner and Commissioner Policy wing. CBIC



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Tele: 044-28331101 Fax:044-28331104 Mail: dgschennai@icegate.gov.in

C.No IV/26/11/2017 Systems(S)

Date: 23.04.2020

To
Pr Commissioners/ Commissioners
All GST Zones,
CBIC.

Madam/Sir,

Sub: Issues Related to Refund of Excess Balance in Cash Ledger

Kind attention is invited to the advisory dated 17.04.2020 issued by this office regarding the systems related issues faced by the officers in processing online refunds. The list of major issues faced by officers where there was a dependency on GSTN was mentioned in the referred advisory.

2. GSTN has since resolved two more issues. The issues resolved and the approximate number of ARNs involved thereof are given below:

- (i) System error while issuing payment orders- 2533(approx.)
- (ii) Bank validation issues- 2000 (approx.)

3. **System error while issuing payment orders:**

Wherever this error was noticed, the officers have to resubmit the payment orders from the error task list. It has been cross checked with few officers that the resubmission is getting successfully submitted to GSTN. Necessary instructions may be issued to the proper officers handling refunds under your Jurisdiction to resubmit the payment orders wherever the above-mentioned issue was noticed.

4. **Bank validation issues:**

There were some ARNs where it was noticed that the bank accounts were valid in GSTN but whereas in the CBIC System the account was shown as invalid. This was due to the fact that when the CBIC System attempted to fetch the latest bank account details from GSTN, the GSTN API was still carrying the old invalid bank details though the account was updated by the Tax Payer. This issue has since been resolved by GSTN and the CBIC System has successfully fetched the latest bank account details available in GSTN System.

It has been verified that most of the bank account have been successfully validated. However, in few cases where the account is still shown as invalid, has been cross checked and found that the account is in failed status in GSTN end or validation is under progress.

In this regard, it is requested that suitable instructions may be issued to the proper officers handling refunds to issue the payment orders in all cases where the account has been validated. Where the account is still found to be invalid, the officer shall inform the Tax Payer to update the bank account in front end common portal.

5. It is requested to share this advisory with all the officers processing refunds in your jurisdiction for necessary action. Any difficulty in processing the same may please reported to helpdesk by raising tickets with cbicmitra.helpdesk@icegate.gov.in.

6. The other issues mentioned in Para 1 of this office advisory dated 17.04.2020 are being pursued with GSTN for early resolution.

-Sd-

(S.Thirunavukkarasu)
Additional Director General

Copy submitted to:

- 1.The Pr Director General, Directorate of Systems and Data Management, New Delhi.
- 2.PrChief Commissioner/Chief Commissioner of GST
- 3.Pr Commissioner and Commissioner, policy wing, CBIC



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Tele: 044-28331101 Fax:044-28331104 Mail: dgschennai@icegate.gov.in

C.No IV/26/11/2017 Systems(S)

Date: 29.04.2020

To
Pr Commissioners/ Commissioners
All GST Zones,
CBIC.

Madam/Sir,

Sub: Issues Related to Refund of Excess Balance in Cash Ledger

Kind attention is invited to the advisory dated 23.04.2020 issued by this office regarding the systems related issues faced by the officers in processing online refunds.

2. "System error while issuing payment orders"- (2533 ARNs approx), was one of the two issues resolved by GSTN as mentioned in the referred advisory. Consequent to the resolution of this issue, it was requested to issue necessary instructions to the proper officers handling refunds under your Jurisdiction to resubmit the payment orders wherever the above-mentioned issue was noticed. While the payment order has got submitted successfully in most of the cases, in a few cases the following new errors have been reported. The list of errors and the approximate number of ARNs are listed below.

- (i) Payment advice is already issued -85 ARNs
- (ii) Tax Official Date should be greater than or equal to ref date – 39 ARNs
- (iii)RFD-05 cannot be issued as the bank account for this refund application is pending PFMS validation - 2 ARNS
- (iv)Account Number is invalid or Null in Bank detail- 14 ARNs
- (v) Previous payment advice number is not available for Reissue- 2 ARNs

3. The above were discussed in a webex with GSTN on 27.04.2020 and from which, it is understood that the errors mentioned at S.No (i) and (ii) in Para 2, were due to a validation introduced recently by GSTN. As suggested by GSTN corresponding changes have been completed in our system and successfully tested now. Accordingly, the payment orders if resubmitted is getting resubmitted successfully to GSTN. It is therefore requested that necessary instructions may be issued to the proper officers handling refunds under your Jurisdiction to resubmit the payment orders wherever the above-mentioned errors were noticed.

4. With regard to the other errors including the old ones, GSTN team is analyzing the same and has committed to revert back with updates soon. As and when the issues are resolved, the same will be communicated to the field formations and a similar advisory shall be issued.

5. It is requested to share this advisory with all the officers processing refunds in your jurisdiction for necessary action. Any difficulty in processing the same may please reported to helpdesk by raising tickets with cbicmitra.helpdesk@icegate.gov.in.

-Sd-

(S.Thirunavukkarasu)
Additional Director General

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