



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

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C.No IV/26/11/2017 Part File –I Systems(S)

Date: 14.01.2020

Advisory No. 03 /2020

Sub: Online refunds Module- Issues resolved

As you are kindly aware, the online refunds module has been implemented on 26.09.2019 and the field formations are processing the refunds filed by the taxpayer in the common portal. The issues reported by the field officers are being addressed by the support team and in some cases, it is noticed that same issue is being faced by several officers. Such issues are taken up on priority and fixed by the support team.

2. Recently it was noticed that all refund forms that were submitted in the refund module in CBIC-GST Application were returned with “unauthorized User” error. The issue was taken up by this office, with the GSTN team and GSTN has since resolved the same. We have also tested and found that the forms when resubmitted in the system are getting successfully submitted to GSTN. It is therefore requested to instruct the proper officers to resubmit the forms wherever the referred error was received.

3. Further, in case of a few ARNs, when the officer issued Acknowledgement of Deficiency memo, “Duplicate Reference ID” error was received from GSTN. The root cause of the issue has been identified and fixed by the support team. In such cases too, it has been tested and confirmed that the forms when resubmitted in the system are getting successfully submitted to GSTN. It is

therefore requested to instruct the Proper Officers to resubmit the forms wherever the referred error has been received.

4. Any technical issues faced may be reported to the Helpdesk at cbicmitra.helpdesk@icegate.gov.in by raising tickets. Any improvements/ suggestions on the functionality may also please be sent to this office.

Encl: As above.


(S. THIRUNAVUKKARASU)
ADG

To

1. All the Principal Chief Commissioners/Chief Commissioners of GST Zones.
2. All the Pr.ADGs/ADG, DGGI,DGGST,DG(AUDIT),DGT(TPS).
3. The Principal Commissioner, GST Policy Wing.
4. All the Pr.Commissioners/Commissioners of Central tax.
5. All the ADGs of DG Systems, New Delhi, Bengaluru, Kolkata & Mumbai
6. All ACL Admin of Zone/Commissionerate/Division.
7. All the SSOID registered in the GST System for this functionality.

Copy submitted to:

The Member and Principal Director General, Systems and Data Management, New Delhi
for kind information please.