



**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).

**e-Stamp Paper Refund** – Online refund provision has been introduced by State Government on e-GRAS portal where citizens/stamp vendors can apply for refund online.

(Note - This refund is applicable for only those users who had generated online stamp through e-GRAS Portal. As per Government instructions 10% of submitted amount will be deducted from amount to be refunded. The stamp paper refund is applicable only for those user whose e-stamp is not being used to avail any service.)

#### Process/ Steps for Stamp Paper Refund

- ❖ Firstly, user to login into e-GRAS application (<https://egrashry.nic.in>) with his/her User-ID & Password.
- ❖ Then to click on “Stamp Paper Refund” link available under Stamp Paper menu option.
- ❖ Upon Clicking, screen will be opened for Refund of Stamp Paper. Here user to enter “GRN” and then click on “Go” Button.
- ❖ Upon clicking on “Go” button, ‘General Information’ as well as ‘Stamp information’ of entered GRN Number will be displayed on screen.
- ❖ Now user to select the Stamp No(s), for which refund is to be applied. Upon selection, ‘User Details’ of selected stamp no(s) will be displayed on screen (if already available in system).
- ❖ Then user to enter the pending information (User Details) and then to click on “Save” Button, upon clicking user details will be saved successfully for selected Stamp No/GRN No and “Refund Application” Button gets enabled.

(Note - If user wants to cancel the entered ‘User Details’ then user to click on “Cancel” Button before saving User Details.)

- ❖ After entering details, and then to click on “**Refund Application**” Button.
- ❖ Upon clicking, Refund Performa generated for selected Stamp No. and opened in new screen. Now User to take print out of generated Performa and to submit in-person to concern authority/DDO.

(Note – User to enter Bank details i.e. Bank Account No. and IFSC code in which payment is to be refunded online).