REFUND GUIDELINES FOR GRAS TRANSACTION

Government of Arunachal Pradesh has successfully rolled out Government Receipt Accounting System (GRAS) vide its Notification No. DA/VI/admin/51/2020, Dated Itanagar the 10th February 2021 which is currently serving as the common collection portal for the state of Arunachal Pradesh and is linked with the Cyber Treasury under Directorate of Accounts and Treasuries for receiving Treasury payments electronically.

Refund Policy for Online Transactions through e-GRAS Portal

Cyber Treasury authority for GRAS transaction under Directorate of Accounts and Treasuries shall not be responsible for any refund of receipts made through GRAS portal. However, the payee can claim for any refund from the respective Department/Office/DDO or from banks under the following conditions as below:

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

1) **Refund against Successful Transaction** – If a payee wants to take refund against successful transaction (as per GRAS transaction report) of any specific Challan (GRN), the concerned payee has to contact and coordinate with the concern Department/Office/DDO (as mentioned in the Challan) and follow the steps as enumerated below:

- The payee will have to give a formal application to the respective Department/Office/DDO.
- Concern Department/Office/DDO will receive the payee's application for refund and will internally verify whether the service is being offered or not. On approval/successful verification concerned authority will issue the sanction order for drawal of refund amount from their respective service heads as per Arunachal Pradesh Treasury rules and refund the amount to the payee through the designated physical treasury associated with the DDO/authority.

2) **Refund against Failure Transaction** – If a user wants to take refund against failure transaction (as per GRAS transaction report) of any specific Challan (GRN) and the status of that transaction is shown as failed on GRAS application but amount was deducted from user's account then as per RBI policy, concerned aggregator bank should refund the customer within 7 working days. Also, if the refund is not received within the stipulated time period, then the customer should contact the concerned aggregator bank through which payment was made. Contact details of Nodal Officers of the banks are available on e-GRAS portal.