No 1/18/2019-FC
GOVERNMENT OF MANIPUR
SECRETARIAT: FINANCE DEPARTMENT

OFFICE MEMORANDUM
Imphal, the 19th May, 2021

Subject: Procedure for refund of online transactions through e-GRAS portal.

The Government of Manipur had rolled out the electronic Government Receipt Accounting System (e-GRAS) in the State w.e.f. 27th March, 2021. This e-GRAS portal will serve as the common collection portal for the State Government and is linked with the Cyber Treasury under the Directorate of Treasuries and Accounts, Manipur for receiving payments through this portal.

2. The Cyber Treasury Officer shall not be responsible for any refund of receipts for which transaction was made through e-GRAS portal. However, the payee can claim for any refund from the concerned Department/ Office/ Drawing and Disbursing Officer (DDO) or from banks under the conditions specified below.

3. **Refund against successful transaction**: If a payee wants a refund against a successful transaction (as per e-GRAS transaction report) of any e-challan, the concerned payee has to contact the concerned Department/ Office/ DDO as mentioned in the e-challan and follow the following procedure:

(a) The payee shall submit a formal application to the concerned Department/ Office/ DDO (details of contact points available on the e-GRAS portal) and provide all details related to the transaction.

(b) The concerned Department/ Office/ DDO upon receipt of the payee's application will examine the claim and take a decision on whether to approve or reject the claim, which shall be communicated to the payee without undue delay. On approval, the concerned authority shall issue the sanction order for drawal of refund amount from the concerned Head of Account and refund the amount to the payee through the designated Treasury associated with the Department/ Office/ DDO.

(c) Such refund payment shall be exempted from the requirement of Encashment Permission from Finance Department. However, a copy of such sanction shall be submitted to Finance Department, Accountant General and Cyber Treasury. The Treasury making the refund payment shall ensure all necessary checks.

4. **Refund against failed transaction**: If a payee wants a refund against a failed transaction (as per e-GRAS transaction report) of any e-challan and the status of that transaction is shown as failed on the e-GRAS portal but the amount was deducted from the payee's account, then the aggregator bank should refund the payee within the timeline specified by the Reserve Bank of India. In case the refund is not received within the

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stipulated time, then the payee should contact the concerned aggregator bank through which payment was made. Contact details of Nodal Officers of the banks are available on the e-GRAS portal.

5. This issues with the approval of the Competent Authority.

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(**Dr. Rajesh Kumar**)
Chief Secretary (Finance)
Government of Manipur

Copy to:

1. Secretary to the Hon'ble Governor, Manipur
2. Secretary to the Hon'ble Chief Minister, Manipur
3. PPS to the Hon'ble Deputy Chief Minister (i/c Finance), Manipur
4. PPS/ PS to Hon'ble Minister _____
5. Staff Officer to the Chief Secretary, Government of Manipur
6. All Administrative Secretaries, Government of Manipur
7. The Accountant General (A & E), Manipur
8. The Registrar General, Hon'ble High Court of Manipur
9. All Heads of Departments
10. Director, Treasuries & Accounts, Manipur
11. All Officers of Finance Department
12. The State Informatics Officer, NIC, Manipur
13. The AGM, Regional Business Office, State Bank of India, Imphal
14. Guard file

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(**Neilenthang Telien**)
Joint Secretary (Finance)
Government of Manipur