

**GOVT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS
20, ASHOKA ROAD, SANCHAR BHAWAN,
NEW DELHI-110001**

File No. 46-13/TA-II/ 2015/PFMS/KW / 2532-71

Dated: 5. 09.2020

To,
All Pr. CCAs/CCAs
Dir (A/c-II)

Subject- Instructions regarding refund/transfer of payment under Bharat Kosh (NTRP)

Ref: 46-13/TA-II/ PFMS/16-17/Vol III/1441-76 dated 30.5.2018(Copy enclosed)

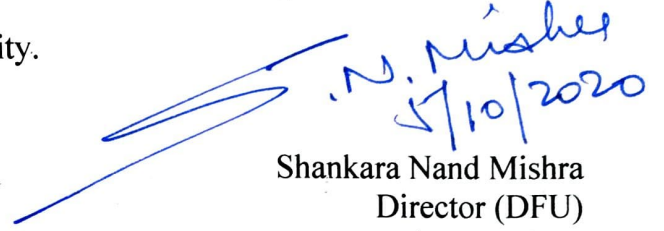
Vide letter under reference, instruction regarding refund/transfer of payment under Bharat Kosh (NTRP) were issued. Thereafter, based on inputs received, the process for refund may be treated as modified as under:

1. The applicant should apply to the wing/office concerned for full/partial refund, where the amount has been deposited through NTRP, along with duly filled Bank mandate form and cancelled cheque for the Bank account in which refund is desired.
2. The Nodal officer of the wing/office concerned in turn will certify the receipt of amount in the account of DoT after getting confirmation from PAO (HQ)/concerned PAO.
3. After receipt of confirmation, it shall be checked whether service delivery status is undelivered or delivered. If it is undelivered and accordingly no service was/is to be provided against the payment, process as in para 5 below shall be initiated.
4. However, if service status is marked delivered and request has come for refund, matter will be referred to NTRP helpdesk for advice.
5. Sanction order for payment in favour of the applicant will be issued by the concerned wing to Director (Accounts-II)/ concerned PAO for payment. While creating the sanction, following is to be followed:
 - a) At the time of creation of sanction order, service delivery field will be marked delivered with following content mandatorily in remark "Rs has been processed for refund vide sanction order number dated" And a printout of the same screen shall be attached with the sanction order for refund mentioning that "No sanction order for the above payment has been issued earlier". Also, once a service is marked delivered, no further claim for refund request for such cases shall be entertained and such cases shall be sent to NTRP Helpdesk, DOT for advice.
 - b) The duly filled Bank mandate form with cancelled cheque for the Bank account in which refund is desired shall be forwarded alongwith sanction order to the PAO for payment.
 - c) The refund shall be made by the PAO/CCA where payment has been made by the user and not by any other office.
6. PAO will make the payment and will inform the nodal officers of the wing/office concerned about the refund.

S. N. Mishra
5/10/2020

7. While processing the refund for payment received in major Head 1275-Other communication services- through PD(Programme Division) User in PFMS- following accounting conventions may be kept in mind:
- If refund is done for payment received in current year, the account head under which receipt was credited shall be selected for refund.
 - If refund is done for payment received in previous years, the account head -1275 00 900 00 deduct refund- shall be selected for refund
8. It may be noted that amount refunded shall never exceed the amount received from the user. Further, no interest shall be payable on the refundable amount.

This issues with the approval of competent authority.



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- 1) PPS to Member(F)
- 2) PPS to Member(T)
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- 4) PPS to Additional Secretary(T)
- 5) PPS to Wireless Advisor
- 6) PPS to Addl. CGCA
- 7) NTRP Helpdesk- support.pfms-dot@gov.in