Refund Policy for refund of overpayment/excess payment in respect of Regular Paper visa, e-visa and e-FRRO services

I. Regular Paper Visa

The Indian Mission/Post concerned may examine the requests for refund of excess/multiple payment of fee immediately on receipt of request from the applicant. Such requests will be processed within seven days of receipt of the request and refund claims where there are no disputes will be settled by the Nodal Officer i.e. the Consular Officer concerned within 07 days of receipt of the request.

In cases where there is a dispute, the Indian Mission/Post concerned will forward the request to the Ministry of External Affairs (CPV Division) with their recommendations within 07 days of receipt of the request. Nodal Officer in MEA i.e. DS/US concerned in CPV Division, MEA will examine the matter and issue the requisite Refund Order to the Indian Mission/Post concerned within 07 days of receipt of the reference. Based on this Refund Order, the Indian Mission/Post concerned will refund the excess amount to the applicant. Refund in all such cases may be completed within 21 days of receipt of the request from the applicant.

No refund claim will be entertained after 3 months of such payment.

II. e-Visa

1. Applicant will click on 'Refund Payment' button on e-Visa website homepage.
2. The popup will show existing refund policy of banks as per agreements between banks for transactions.

Instructions to be displayed for the applicants

(a) Refund will be accepted for the overcharge of e-visa fee amount.

(b) If fee is deducted from both the payment gateway(SBI and Axis) against single application id.

(c) In case of double deduction from the same bank, the automatic refund will be initiated by the bank concerned as per Banking Transaction Laws.

3. Applicant will choose to continue for initiating refund.

Applicant will provide following details:

Application ID + date of birth

If application id not available, then

Passport Number + nationality + date of Birth to select the application ID for payment issue.

4. Following cases may arise:

4.1 **If no record found against the selected application ID then appropriate message would be displayed "no record found against the application ID."**

If record is found, then details of the application will be shown to the applicant. Applicant would select reason for refund from a dropdown.

4.2 **In case the selected reason belongs to the category wherein bank will automatically refund the money-** The refund request will not be entertained. Such request will be stored in a separate log database.

4.3 **No payment attempt found for the provided application id.**

In case of no payment attempt has been made by the applicant, applicant would be advised to wait for 2 hours and then re-fill the refund form.

4.4 In case Payment attempt has been found to be made for the provided application id, and e-Visa service is processed by BoI.

The user will be informed that particular application has been processed under e-visa service and hence fee is not refundable.

If the applicant still intends to proceed for refund (may be due to overcharge etc), the applicant will select the reason from the list and write entire issue in the text box and submit form.

5. No refund claim will be entertained after 3 months of such payment

III. Visa related services rendered in India

> Applicant can apply for Refund Request through online eFRRO Portal. Applicant has to provide the following details:

 a) Online Application ID / eFRRO Application ID
 b) Refund amount requested

> All Refund requests will be made available to the FRRO/FRO concerned for examination.

> The examined/verified requests along with the comments of FRRO/FRO official will be made available to the Nodal Officer.

> The Nodal Officer shall approve/authorize the banks to initiate the Refund Process.

> All such approved/authorized requests will be pushed to online e-FRRO portal periodically. (As e-FRRO backoffice system is in Layer-2, it'll not be possible to integrate with bank APIs.)

> On scheduled basis, the approved refund request details as required by banks will be shared with bank's API, from online e-FRRO portal.

- Banks would share the details of refund transaction status to online e-FRRO Portal.

- Applicants may check the refund payment status in online e-FRRO portal.

- e-FRRO Backoffice System will pull the details of refund transaction status from online e-FRRO portal on regular basis as scheduled.

- Reports will be generated based on the available refund data.

- No refund claim will be entertained after 3 months of such payment.

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