

Registration Department

BIS, HQ

Our Ref: Registration/ CRS (E & IT Products)

27 02 2020

Subject: Refund of Online Fee

1. Online module for refund has been developed and made live on CRS website (<https://www.crsbis.in/BIS/>). Applicants and licensees can raise request for refund from the tab 'Refund' on their home page. Refund will be made as per the following:
 - a. Complete refund:
 - i. Duplicate payments made against a single request. For such cases, only one amount will be accepted and processed along with the service request and all other payments will be refunded along with applicable taxes.
 - b. Partial refund:
 - i. Partial refund for application/renewal where online payment is made but application not submitted to BIS. Application fee and applicable taxes for new application and renewals will be deducted from refund amount.
 - ii. In case of payment of excess fee due to technical error, the excess fee will be refunded.
 - c. No refund:
 - i. In case where applications/inclusions/ renewals/ other service request is received/processed by BIS, no refund will be made.
 - ii. In case where request for refund has been rejected by BIS, no refund will be made.
2. In case the applicant/licensee is unable to raise refund request against any transaction, they may send an email to registration@bis.gov.in with subject line '**Request for refund of online payment**'. The email must clearly indicate the transaction number or the corresponding application number/inclusion ID/renewal ID etc. against which the refund of payment is to be made.

3. The request for refund should be made from login/registered email of applicant/licensee/ Authorized Indian Representative else the request may not be addressed.
4. A Credit Note will be issued for refunds made by BIS against payment where payment receipt-cum-Invoice was generated earlier.
5. The amount refunded will be sent to the same account/card from where the original payment was made by applicant. Request for refund to any other bank account will not be addressed.

Sd/-
(Nishat S. Haque)
Head(Registration)

Registration Department
BIS, HQ

Our Ref: Registration/CRS (E & IT Goods)

27 02 2020

Sub: Guidelines for refund of fee submitted for various services under Scheme - II of Schedule - II of BIS (Conformity Assessment) Regulations, 2018

The Guidelines for refund for online fee submitted for various services under Scheme - II of Schedule - II of BIS (Conformity Assessment) Regulations, 2018 are to be read in Conjunction with the BIS Act 2016, BIS Rules 2018 and BIS (Conformity Assessment) Regulations 2018. In particular, the provisions for Fee addressed in Paragraph 5 of Scheme - II of Schedule - II of BIS (Conformity Assessment) Regulations, 2018. Any situation, in general, not covered in these guidelines are to be dealt as per the provisions of Act, Rules and Regulations. All the forms mentioned herein correspond to those given in Scheme - II of Schedule - II of BIS (Conformity Assessment) Regulations, 2018.

1. Refund request may be raised by applicants/licensees themselves for duplicate payments or payments where no service has been given by BIS. Refund request may also be raised by BIS officers based on request of applicants/licensees.
2. Refund will not be made in case of Application/inclusion/renewal/other service request is cancelled/rejected by BIS after processing, due to unsatisfactory reply to the queries raised by BIS.
3. Refund may be made for following scenarios:

Sl. No.	Scenario	Proposal
a.	Failure of payment. Payment not received by BIS.	Any fees, if deducted, to be refunded by Payment Gateway provider. No action by BIS.
b.	Applicant has made single payment for any application/inclusion/renewal/other service request which has been successful and receipt has been generated.	This is a case of single successful payment. If applicant is requesting for withdrawal of application/inclusion/renewal/ other service request before the application/inclusion/renewal/ other service request is received at BIS, fee may be refunded after deduction of application fee and applicable taxes.
c.	Applicant has made multiple payments for a single application/inclusion/renewal/ other service request, out of which only one has been successful and payment receipt has been generated for the successful payment.	This is a case of single successful payment where fee is received by BIS. Payment deducted from applicant's account for failed payments, if any, will be refunded by Payment Gateway provider. This amount is not received by BIS. With respect to the successful payment, if the applicant is requesting for withdrawal of application/ inclusion/ renewal/ other service request before the application/ inclusion/ renewal/ other service request is received at BIS, fee may be refunded after deduction of application fee and applicable taxes.

d.	Applicant has made multiple payments for any application/ inclusion/ renewal/other service request out of which more than one payment has been successful. Payment receipt has been generated against only one of the payment.	<p>This is a case of multiple successful payment where fees are received by BIS.</p> <p>As payment receipt/Invoice is generated against one payment only, other successful payments are to be treated as duplicate payments. Complete refund to be made against the duplicate payments.</p> <p>With respect to the successful payment with receipt/invoice, if applicant is requesting for withdrawal of application/ inclusion/ renewal/ other service request before the application/ inclusion/ renewal/ other service request is received at BIS, fee may be refunded after deduction of application fee and applicable taxes.</p>
e.	Applicant has made multiple payments for a single application/inclusion/renewal request out of which more than one payment has been successful. Payment receipt has been generated against more than one payment.	<p>This is a case of multiple successful payment where fees are received by BIS.</p> <p>Payment received earliest to BIS will be treated as primary payment and other successful payments are to be treated as duplicate payment. Complete refund to be made against the duplicate payments even if payment receipt/invoice has been generated against these payments.</p> <p>With respect to the primary payment, if applicant is requesting for withdrawal of application/inclusion/renewal/ other service request before the application/ inclusion/ renewal/ other service request is received at BIS, fee may be refunded for successful payment after deduction of application fee and applicable taxes.</p>
f.	Applicant has made payment after expiry/cancellation/ due date due to technical error. Payment has been successful and receipt has been generated against the payment.	As the service can no longer be provided by BIS, the complete amount may be refunded.
g.	Excess fee is made due to technical error.	<p>Excess fee to be refunded completely.</p> <p>If applicant is requesting for withdrawal of application/inclusion/renewal/other service request before the application/ inclusion/ renewal/ other service request is received at BIS, fee may be refunded for remaining amount after deduction of application fee and applicable taxes.</p>

4. Refund will be made online and amount refunded will be remitted back to the same account/card from where the fee was deducted originally.