

राष्ट्रीयहरितअधिकरण/ National Green Tribunal  
प्रधानन्यायपीठ/ Principal Bench  
फरीदकोटहाउस, कॉपरनिकसमार्ग/ Faridkot House, Copernicus Marg  
नईदिल्ली / New Delhi – 110001

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NGT/PB/748/2020/ 485

Date : 07 October, 2020

**OFFICE ORDER**

National Green Tribunal provides purpose linked services where the user is required to deposit fees through Govt. of India 'Non-Tax Receipt Portal'– Bharatkosh. There may be some instances of excess or erroneous payments by the user. Hence a request for Refund of fee may be entertained where the payment was made online by the user. Following may be reasons for refund :

- (i) Service (for which online payment has already been made) not rendered.
- (ii) Excess payment made due to technical errors.

2. Claim for refund applies to those cases where a genuine reason for refund exists on specific grounds, subject to a proof of debit to user account, Receipt (GAR-6) generated, user has received confirmatory SMS / email and amount having been credited to PAO's account, but the department has not delivered the promised service in the given time frame.

3. To streamline the procedure, with the approval of the Competent Authority, the following Standard Operating Protocol is being issued to 'Process for refund of excess payment made to National Green Tribunal.'

1. User will write to National Green Tribunal, Principal Bench for claiming refund of excess payment within **15 days** of the transaction through e-mail at [ao.ngt@nic.in](mailto:ao.ngt@nic.in) only. Any request received after the stipulated period of 15 days shall be summarily rejected.

*Click here:*

**For Terms & Conditions:**

<https://bharatkosh.gov.in/NTRPHome/TermsandConditions>

**For Charge back & Refund Policy :**

<https://bharatkosh.gov.in/NTRPHome/chargesandRefund>

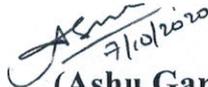
2. The request will be forwarded to Filing Section for processing. This section shall be responsible to keep record of all such cases.

*Jm*  
27/10/2020

3. Filing Section will immediately acknowledge the receipt of such request through mail to the user and shall carry out due diligence for necessary evidences/proof like Transaction Reference no./ Challan no., Copy of Receipt, UTR No., Copy of Bank Statement etc. from the user within 4 days of receipt of request.
4. Immediately after checking the merits of the claim, it shall be submitted to Accounts Division for processing payment.
5. Accounts Division/DDO shall also carry out the due diligence for necessary evidences from the user and shall also carry out necessary checks through '**Bharatkosh Dashboard**' in PFMS accessible to D.D.O. and will also check the merit of the claim within 2 days of receipt in this division. Once claim is verified it shall be processed on file and shall be sent to the competent authority for financial approval.
6. Once approved, National Green Tribunal shall initiate refund process as per Financial Rules (GFR), through generation of financial sanction by Accounts Division.
7. Accounts division will generate the bill by processing it through PFMS and onward submit it to Pay & Accounts Office (PAO) within 3 days after approval of the competent authority.
8. A copy of sanction and a printed copy of the Bill generated through PFMS, shall be forwarded to PAO, Ministry of Environment Forest & Climate Change. A copy of the same shall also be forwarded to the claimant.
9. P.A.O. will initiate the e-payment to the beneficiary's account and confirm to D.D.O.
10. **In following cases refund Claims shall NOT be entertained :**
  - i) If Services sought by the User in lieu of payment done, has already been provided to user.
  - ii) If user no longer wants to avail services where payment has already been credited to PAO account.
  - iii) Failed/Aborted/Refunded transactions where Receipt has not been generated or government account has not been credited. In these cases the amount will be credited back in user's bank account within 7-10 working days without intervention of NGT as the matter would be between the bank and the user only.

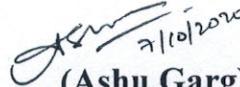
*[Handwritten Signature]*  
31/8/2020

- (iv) Any Legal issues coming out of Refund claims shall be suitably addressed.

  
7/10/2020  
**(Ashu Garg)**  
**Registrar General**

**Copy to:**

1. PPS to Hon'ble Chairperson, NGT
2. PA to all Hon'ble Judicial Members and Hon'ble Expert Members
3. PA to Registrar General, NGT (PB)
4. Ld. Registrars (all Zonal Benches).
5. PA to Ld. Deputy Registrar (PB) and Ld. Assistant Registrar (PB)
6. Consultant (Judicial/ R&I/Accounts).
7. The Ld. President/Ld. Vice President/Ld. Secretary, NGT Bar Association
8. Computer Section (For uploading on the Website).
9. Notice Board.
10. Guard file.

  
7/10/2020  
**(Ashu Garg)**  
**Registrar General**