

**Government of Jharkhand**  
**Department of Planning Cum Finance**

**Refund Policy for Successful Transaction through e-GRAS Portal**

1. Objective of e-GRAS portal is to generate a successful e-Challan after online payment.
2. Generation of successful e-challan doesn't guarantee the delivery of service by the office or department for which successful payment has been made by the payee unless the payee satisfies the rules and regulations for which the service has been requested for.
3. The payee must acquaint himself/herself with the rules and regulations for obtaining government service from the respective departments.
4. e-GRAS portal shall not be responsible for any refunds in case e-CHALLAN has been generated with SUCCESS status.
5. However in case the payee wishes a refund against the successful e-Challan, the concerned payee shall have to approach the concerned office/department to which payment has been made by payee for getting the refund through the respective Treasuries



(Sukhdev Singh)

Addl. Chief Secretary.

**Additional Chief Secretary**  
Planning-cum-Finance Department,  
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