

How to submit the Refund Reissue?

Q1. What is the procedure to submit the refund reissue?

Ans. Perform the following steps to submit the refund reissue.

1. Log on to www.incometaxindiaefiling.gov.in with your user ID and Password.
2. Navigate to 'My Account' → Click 'Service Request' -> Select the 'Request Type' as 'New Request' and select the 'Request Category' as 'Refund Reissue' → Click 'Submit' Refer the given screenshot:

3. The following screen shall be displayed to the user.

Refund Re-issue

Sl.No.	PAN	Return Type	A.Y.	Acknowledgement No.	Communication Reference Number	Response
1	PERPA8001A	Income Tax Return	2016	100389010240117	CPC/1617/A1/1310005979	Submit
2	PERPA8001A	Income Tax Return	2015	100114110210615	CPC/1516/A1/1434568999	Submit
3	PERPA8001A	Income Tax Return	2014	100017600070514	CPC/1415/A1/1310005979	Submit
4	PERPA8001A	Income Tax Return	2014	100207340210116	CPC/1415/A3/1310005979	Submit
5	PERPA8001A	Income Tax Return	2009	100043550230714	CPC/0910/A2/1100077999	Submit

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4. After clicking submit, fill the additional details such as Bank Account number, Account Type, IFSC Code and so on -> Click 'Submit'

5. For successful submission of Refund Reissue request, user must have registered DSC or EVC. Else, refer the EVC manual- [Click Here](#) or refer the DSC manual – [Click Here](#)

The following the table represents the reasons for refund failure at CPC and the resolution.

Table 1: Refund Failure and Resolution

S.No.	Reason for Refund Failure	Resolution
1	Expired Cheque	Your refund cheque has been expired. You are requested to apply for refund reissue to claim your refund. The refund reissue can be applied through online by following the procedure given above.
2	Incorrect A/C No	The account number provided by you was incorrect. You are requested to apply for refund reissue by providing the correct account number to claim your refund. The refund reissue can be applied through online by following the procedure given above.
3	House Locked	The refund cheque dispatched was returned since the house was locked. You are requested to apply for refund reissue to claim your refund. The refund reissue can be applied through online by following the procedure given above.
4	Party Shifted	The refund cheque dispatched was returned as the concerned party was not available at the address provided. You are requested to apply for refund reissue to claim your refund by updating the new address. The refund reissue can be applied through online by following the procedure given above.
5	No such Address	The refund cheque dispatched was returned as the address provided was incorrect. You are requested to apply for refund reissue to claim your refund by updating the new address. The refund reissue can be applied through online by following the procedure given above.
6	No such person	The refund cheque dispatched was returned as the concerned person was not available at the address provided. You are requested to apply for refund reissue to claim your refund. The refund reissue can be applied through online by following the procedure given above.
7	Incorrect MICR code/unavailable	The MICR code provided by you was incorrect or not provided. You are requested to apply for refund reissue by providing the correct MICR code to claim your refund. The refund reissue can be applied through online by following the procedure given above.
8	Account has been closed	The account number provided by you was closed. You are requested to apply for refund reissue to claim your refund with new account number. The refund reissue can be applied through online by following the procedure given above.
9	Account Description incorrect	The account description provided by you was incorrect. You are requested to apply for refund reissue to claim your refund with correct account description or with new account number. The refund reissue can be applied through online by following the procedure given above.
10	Others	In case the reason for non-issuance, is shown as 'Other' please check the below details and respond accordingly. 1. Address given for dispatch is a foreign address: It is found from our records that you have requested the refund cheque to be dispatched to a foreign address (as mentioned in your return of income).Hence, you are requested to provide a valid Indian address. The refund reissue can be applied through online by

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S.No.	Reason for Refund Failure	Resolution
		<p>following the procedure given above.</p> <p>2. Death of person and account is on hold. In case of death of an assessee, legal heir can do the following steps:</p> <ul style="list-style-type: none"> •Need to approach to CPC with request and await for CPC communication in this regard. •On receiving the communication, kindly contact your jurisdictional AO along with relevant proof. •After verification, if the Jurisdictional AO approves the Legal Heir claim, refund will be routed to your bank account. <p>3. Account is under attachment by court/IT. 4. Account holder KYC is pending. 5. Account details given are other than Current Account or Saving Bank Account. 6. Minor assessee has attained majority and fresh documentation is pending.</p> <p>For the above reasons 1, 3, 4, 5, 6 and for any other reason which is not reflected above please contact SBI Call center 18004259760 for further details</p>
11	Mandatory fields missing:(Account Number/Account Name/Account Type/Address1/City/State/Pincode)	Mandatory fields like Account Number, Account Name, Account Type, Address line 1, City, Pincode were not provided by you. You are requested to apply for refund reissue to claim your refund by providing the above mentioned mandatory details. The refund reissue can be applied through online by following the procedure given above.
12	Incorrect A/C Number Length	The account number provided by you was incorrect. You are requested to apply for refund reissue by providing the correct account number to claim your refund. The refund reissue can be applied through online by following the procedure given above.
13	Invalid A/C Number	The account number provided by you was invalid. You are requested to apply for refund reissue by providing the correct account number to claim your refund. The refund reissue can be applied through online by following the procedure given above.
14	Invalid A/C Number: Between two special characters there should be atleast one alphabet/number	The account number provided by you was invalid. You are requested to apply for refund reissue by providing the correct account number to claim your refund. The refund reissue can be applied through online by following the procedure given above.
15	Invalid A/C Number: First Character in A/C No should be an alphabet/number only	The account number provided by you was invalid. You are requested to apply for refund reissue by providing the correct account number to claim your refund. The refund reissue can be applied through online by following the procedure given above.
16	Invalid A/C Number: Last Character in A/C Number should be a number	The account number provided by you was invalid. You are requested to apply for refund reissue by providing the correct account number to claim your refund. The refund reissue can be applied through online by following the procedure given above.
17	Invalid A/C Number: Numeric string between alphabets or special characters cannot be all zero's	The account number provided by you was invalid. You are requested to apply for refund reissue by providing the correct account number to claim your refund. The refund reissue can be applied through online by following the procedure given above.
18	Invalid character in A/C Number	The account number provided by you was invalid. You are requested to apply for refund reissue by providing the correct account number to claim your refund. The refund reissue can be applied through online by following the procedure given above.
19	Address not valid: Invalid characters or too long address	The address provided by you was too long. You are requested to apply for refund reissue by providing the correct address to

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S.No.	Reason for Refund Failure	Resolution
		claim your refund. The refund reissue can be applied through online by following the procedure given above.
20	Invalid character in Account Name or Name too short	The account name provided by you had invalid character or name too short. You are requested to apply for refund reissue by providing the correct account name to claim your refund. The refund reissue can be applied through online by following the procedure given above.
21	No numeric digit in Account Number	The account number provided by you was invalid. You are requested to apply for refund reissue by providing the correct account number to claim your refund. The refund reissue can be applied through online by following procedure given above.
22	Invalid IFSC code	The IFSC code provided by you was invalid. You are requested to apply for refund reissue by providing the correct account number to claim your refund. The refund reissue can be applied through online by following above.
23	Name mismatch with Bank account holder	The account number provided by you had a name mismatch. You are requested to apply for refund reissue by providing the correct account number or name to claim your refund. The refund reissue can be applied through online by following