

# FAQs > Submitting Intimation on Account of Refund Not Received

## 1. What is the purpose of "Submitting intimation on account of refund not received" functionality?

This functionality is made available to taxpayers to intimate about a case, for which they have not received refund amount, on any of the refund application filed through Form GST RFD-01A.

## 2. I have filed a refund application for which refund amount has not been received. What can I do now?

In case, you have not received refund amount for any of the refund application submitted in Form GST RFD-01A, you may provide intimation of that ARN on GST Portal.

## 3. Can I submit an intimation for the refund application (for which refund amount has not been received) without logging to the GST Portal?

No, you cannot submit an intimation (for the refund application for which refund amount has not been received) without logging in to the GST Portal.

## 4. From where can I submit an intimation for the refund application for which refund amount has not been received?

Login to the GST Portal. Navigate to **Services > Refunds > Intimation on account of Refund not Received** option.

## 5. How many times can I submit an intimation for the same ARN for which refund amount has not been received?

You can submit an intimation for the same ARN multiple times, for which refund amount has not been received on the GST Portal. However, you cannot submit an intimation for the same "Issue Category" twice, for same ARN, except for the reason "Any issue other than above".

## 6. I am trying to submit an intimation for the refund application, for which refund amount has not been received, but the SUBMIT button is disabled. Why?

In case, you are trying to submit an intimation for the same "Issue Category" twice, for same ARN, for which refund amount has not been received, then the SUBMIT button will be disabled. It may be noted that multiple intimations are not allowed for same ARN and with same reason.

## Tracking Intimation

## 7. Does an applicant receive any SMS once an intimation is submitted for the refund application for which refund amount has not been received?

Once an intimation is submitted for the refund application, for which refund amount has not been received, an Intimation Reference Number will be generated and applicant will receive SMS on their registered mobile number.

**8. Can I track the Intimation Reference Number received after submitting an intimation for the refund application for which refund amount has not been received?**

There is no tracking functionality available for tracking the intimation details.