IES FAQs for Banks & RBI
Frequently Asked Questions

IES v2.0
Please refer https://dgft.gov.in for latest FAQs & Help Documents
Information about Interest Equalisation Scheme (IES)

Q1. Who can apply for IES?
All the MSME manufacturer exporters and other merchant and manufacturer exporter exporting along 410 HS lines can apply for IES.

Q2. What are the benefits of Interest Equalisation Scheme?
The Interest Equalisation Scheme for pre and post shipment rupee export credit is formulated to provide credit to the exporters at competitive rates. It is a tool for reducing the high cost of credit incurred by Indian exporters viz-a-viz their foreign counterparts. The scheme provides for specified interest rate subvention to all MSME exporters exporting any HS line and to merchant and large exporters exporting along the specified lines.

Q3. What are pre-requisites to generate UIN under Interest Equalization Scheme?
To generate UIN under Interest Equalisation Scheme, an active IEC is mandatory and digital signature/ Aadhar e-sign token is required.

Q4. What is the application fee to apply for UIN?
Applicant needs to submit Rs. 200/ UIN.

Q5. What if the pre-filled details are not correct?
OR
Pre-filled details in my UIN application are not correct. How can I change/update these details?
For Basic details, branch codes, address details & bank details, kindly check, and update details in the IEC details. Please navigate to Services>IEC Profile Management>Update/Modify IEC. For MSME details, kindly navigate to Manage **Profile → Industrial Registration** and update the details.

Q6. What if, the Bank details are present in IEC details but not available in UIN application?
If this is the case, please check the list of banks eligible for IES scheme. The valid bank list may be checked from UIN application form in IES details tab. A bank present in the IEC details will only be displayed if it is present in valid bank list for IES.

Q7. My firm/entity worked in two different sectors, but system is not allowing me to submit details of both sectors in one application. What should I do?
As of now, For Manufacturer/merchant exporter (Non MSMEs), only one sector per UIN can be selected. For MSMEs manufacturer exporter, no sector selection is required, any number of ITC HS codes can be selected.

Q8. Where can I check the list of valid ITC(HS) codes for users while filing the IES application form?
6-digit ITC(HS) codes can be searched for MSME users in ITC(HS) codes field. For nonMSME users, they may navigate to Learn>Application Help & FAQs>IES>Tariff lines.

Q9. Do we need to update details for each HS code?
Yes, you need to update details for each HS code via the add details button in "IES Details" tab.

Q10. What needs to be done when sector dropdown is disabled?
Kindly check if Industrial Registration Details contains MSME, if yes then the sector field would be disabled and exporter will have to search the ITC(HS) code manually.

Q11. If any specific scheme is not listed in the dropdown of benefits taken section, what should I do?
If a scheme is not listed in the dropdown, you can select "Others" and then mention scheme in "Please specify Other Scheme" input box.

Q12. Where I will get notified for my application of UIN?
All notifications will go to registered email ID and Mobile Number of IEC holder.

Q13. If I have multiple IECs then do I need to apply for separate UIN?
You need to file for separate UINs in case of multiple IECs.

Q14. What should I do if I don't receive any update on my UIN application?
Firstly, please ensure that the application is still not in your drafts. Next, you can check the status under the "Submitted Applications >> Search IES File Number > Action > View Life Cycle"
Even then, if your query hasn't been resolved, please contact the DGFT helpdesk for support.

Q15. I don't have DSC or Aadhar e-sign. Will I be able submit the UIN application?
DSC or Aadhar e-Sign is mandatory for the UIN application submission. You cannot submit the application without DSC/e-Sign. However, you can make the draft of application.

Q16. What is the list of documents for UIN application?
You can attach an export order, or any other supporting document to your application by selecting another option in the attachment section before submitting application and generation of UIN.

Q17. How many attachments I can upload in the attachment section and in which format?
You can submit up to 10 attachments along with the application. In case you have more than 10 attachments in that case you must submit the physical copies of the same to the concerned bank within 7 days of UIN application submission. Only JPG and PDF formats are allowed.

Q 18. Which year annual turnover has to be mentioned under 'Basic Details tab?
The exporter needs to mention the turnover of the previous year in INR.

Q 19. What are the pre-requisites to update the status to MSME exporters?
The MSME exporter is required to update his IEC profile along with the MSME Udyam registration details.

Q 20. How to ascertain the number of employees to be filled under 'Basic details' tab?
The number of employees as on the date may be mentioned in the UIN application

Q 21. Whether the applicant can fill multiple countries/HS codes under single application.
Yes, the applicant can fill multiple countries/HS codes under single application in 'IES details' tab via Add Details.

Q 22. What is the procedure of making amendments in the application submitted?
The IES application whose UIN has been generated cannot be amended/corrected. The exporter must verify all the details filled in before final submission of the draft application. If required, the exporter can generate another UIN.

Q 23. Is UIN number required for each Export disbursement loan or is it only one time activity for customer for all his export transactions which are eligible for Equalisation, as it is mentioned that validity of UIN is one year in notification.
The flexibility has been provided to banks and exporters either to use single UIN or multiple UINs as per their convenience and data validation needs. Exporters can also project the estimated details for the entire year in a single UIN. As per their transactions banks can update the loan disbursed/subvention provided against the submitted UIN.

Q24. Whether the UIN is required or not for claiming subvention for the Packing Credit Loan availed before 01.04.2022?
UIN is required post 1.04.2022.

Q25. What values to be entered in the field under "Benefits Taken" screen?
The fields provided under the Benefits taken tab are related to benefits that are availed from DGFT till date for the Subsidy/Incentive/Duty Nullification Schemes availed available in the dropdown. IES is not a part of these schemes. No IES-related details have to be filled out on this screen by the exporter.

Q26. What will be the mode of disbursement under IES? Will it be processed through a bank or will DGFT issue the subvention amount through Script or credit the same in registered Bank account.
Amount Disbursal is taken care of by DGFT in offline mode.

IES FAQs for Banks & RBI
Frequently Asked Questions

IES v1.1
Information about Interest Equalisation Scheme (IES)
On-boarding of banks/RBI officials

Q1. How to register on DGFT website to access IES applications on behalf of my banks?
You may visit https://www.dgft.gov.in/CP/ and check the user manual by clicking on Learn tab and navigating to Application Help & FAQs.

Q2. If my user status is "pending activation", what can be done?
In case you're an administrator, DGFT official will activate your account. This is a one-time process. After this has been done, an active administrator can activate any new user account for his bank.
Verification of UIN/UDIN

Q3. How can I verify UIN/UDIN?
To verify UIN, please follow the steps mentioned below:
1. Go to https://dgft.gov.in/CP/> Under Services menu >Verify UDIN
2. Enter UIN/UDIN number followed by captcha and click on Validate button

Filing of IES claim return application

Q4. How many different UINs can be added to one IES return claim form?
You can enter as many UINs as needed. There is no limit.

Q5. Will the system allow me to add the same UIN twice in one application?
Yes, you can add the same UIN twice in the system. However, we will recommend you to verify application before submitting further.

Q6. How many drafts can I create for one period?
We can create any number of drafts at a time.

Q7. What is the meaning of Bulk Upload? What are the benefits of it?
Bulk upload feature is provided to import the excel file which contains claim information. This feature has specified format/template, same is available to download.

Q8. What is the format supported in Bulk Upload utility?
Only excel file with extension .xlsx or .xls is allowed to process though bulk upload utility. You may download template provided on website after clicking on "download sample excel" button available next to bulk upload button.
Submission of application

Q9. Can I share a file with my colleague?
Yes, you may share a file with your colleague by clicking on "send to another user" button. The file may be shared only with an on-boarded user of the same bank.

Q10. What will happen when I will click on "send to another user" button?

When you click on "send to another user" button then you can send the file to any on-boarded user of the same bank.

Q11. I don't have a DSC/ Aadhar E-Sign. Will I be able to submit an application to RBI/DGFT?
DSC/ Aadhar e-Sign is mandatory for the application submission. You cannot submit the application without DSC/ Aadhar e-Sign. However, you can make the draft of application.

Q12. What will happen if RBI user clicks on "Send back to Bank"?
If RBI user clicks on "Send back to Bank" button, then the file is sent back to the source bank from where it was submitted and the file status will be changed to deficient.

Q13. What will happen if RBI user clicks on "Submit to DGFT"?
If RBI user clicks on "Submit to DGFT" button, then the consolidated statements and file will be sent to the DGFT concerned Policy cell for amount disbursal.
Tracking of submitted application

Q14. How to track the application?
OR
How to search for a file number in the worklist?
You can track the application submitted by you or your bank as mentioned below:
1. My Dashboard> IES application room
2. There are search parameters available from which user may select like file number, file date, claim period and UIN and click on search button
3. Relevant search results will be displayed in the grid below

Q15. How can I view the file history?
You can check the file history as mentioned below:
1. My Dashboard> IES application room
2. There are search parameters available from which user may select like file number, file date, claim period and UIN and click on search button
3. Relevant search results will be displayed in the grid below
4. Along with every file, there is an action button and upon clicking the same "view file history" option is available to the bank user

Q16. How can I view the application(s) submitted by me?
You can view the submitted application as mentioned below:
1. My Dashboard> IES application room
2. There are search parameters available from which user may select like file number, file date, claim period and UIN and click on search button
3. Relevant search result will be displayed in the grid below
Handling of returned file

Q17. RBI has returned file back. What should I do?
If RBI has sent back the file, the concerned bank should take the appropriate action as mentioned in the remarks provided by the RBI