

e-RCMC – Frequently Asked Questions for Registering Authorities

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DGFT has launched e-RCMC module as part of IT Revamp project to deliver seamless experience for the Exporters and Registering Authorities.

Reference to Trade Notice No. 35 / 2021-22 dated 24.02.2022, it is mandatory to file / issue Registration Cum Membership Certificate (RCMC) / Registration Certificate (RC) through the DGFT common digital platform from 01.04.2022.

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Note: Detailed User Manual for Registering Authorities is available on the DGFT Website post login on homepage.

1. On-Boarding Related Queries

1.1. What are the steps to be followed for Registering Authorities (EPCs/CBs) to on-board the platform?

Following steps need to be completed by the Registering Authorities -

Step 1 - Finalizing the integration of their account through PayGov Payment Gateway with already forwarded PayGov Kit.

Step 2 - Registering on DGFT Portal by 1st Administrator with uploading of duly signed authorization letter (<https://www.dgft.gov.in> > Register > Register User as EPC/CB User). This will be validated and approved by DGFT HQ.

Step 3 - Registering of other Officers/Administrators on DGFT Portal and approval of the same by 1st Administrator.

Step 4 - Completion of the Office/Fees/Product Line configuration as per the mandate under FTP/HBP.

1.2. What is there in the PayGov Kit?

It is basically registering your concerned bank account with the Payment gateway for receiving payable fees from applicants and for processing refund if any. The refund window will be provided by the PayGov to all agencies to undertake any refund of fees separately and will not be part of this common digital platform.

1.3. We are already on-boarded with PayGov on Certificate of Origin (COO) platform. Do we need to register again with PayGov?

Yes. You are required to obtain a new merchant id for e-RCMC module. You may use the same bank account or a different bank account as per you needs.

1.4. How does administrator and other officers on-board on the platform?

Duly authorized administrators need to register on DGFT Portal after attaching their authorisation letter. Once first administrator is approved by DGFT officials, other officers, and administrator (as per requirement) can be approved by the first approved & on-boarded administrator. There can be multiple Administrators as well multiple officers.

2. Digital Signature Related Queries

2.1. Do all officers of EPCs/CBs need to have a DSC?

- **No.** Only officers signing the RCMC Certificate will be required to have a valid DSC.
- Digital Signature token key is required by users who will be **issuing** the RCMC Certificates / Amendments / Renewals.
- Issuance can be done by both officers and administrator user roles.
- Approval does not require DSC.

2.2. How to register my digital signature token?

You are required to register your digital signature token before you can digitally sign the certificate.

- a) Navigate to **My Dashboard > View and Register Digital Signature Token.**
- b) Click on **Register New DSC.**
- c) Follow the steps to register your token. (Software Pre-Requisites as mentioned in application are to be downloaded and installed for token to function correctly).

2.3. I am getting the Name Mis-Match error while registering my token?

In case you face the Name Mis-Match error, please ensure that the name mentioned in token is matching the username (Full Name) from your user profile registered on DGFT Website.

In case any correction is required in your username, please reach out to your administrator to update the same from **My Dashboard > User Management > Action > Edit User Profile.**

3. Administrator Functions – User, Office, Fee, Instructions Management

3.1. What is the difference between administrator and officer roles?

Administrator will be able to perform administrative tasks of creating offices, approving other officers onto common digital platform, define fees for RCMC applications and so on. A summary of accessible items is as given below.

Sl. No.	Menu Item	Description	Administrator	Officer
1.	Office Management	View and manage office, fees, and business line details	✓	X
2.	User Management	View and manage users	✓	X
3.	View & Process Submitted Application	View the submitted RCMC applications for action / information	✓	✓
4.	MIS Reports	View the reports such as Payment Report	✓	X
5.	View & Register Digital Signature Token	View and register your digital signature token key	✓	✓

3.2. How to configure the different fees structures for applicants?

Admin accounts of the agencies can configure their fees structure on their own as per their requirements. There are multiple dynamic parameters such as,

- Nature of Application (Fresh Issuance, Renewal or Amendment),
- Year of Validity (1,2,3, 4 or 5 Years),
- Status Holder Status,
- Annual Turnover,
- MSME Status (Micro, Small, Medium),
- Nature of Business (Merchant/Manufacturer/Service etc.),
- Export Performance.

Please refer to the user guide available post login for more details on configuring the fees.

3.3. Will there be any provision for configurable message screen for Exporters at EPCs/CBs end?

There is a provision provided for separate Custom Application Home Screen for each Registering Authorities for sharing Instructions/Updates etc. to Applicants. Administrators at EPCs/CBs can configure custom instructions for Applicants on the Application Page of the Portal. Navigate to My Dashboard > Office Management > View / Configure Instructions. Users are advised to preview and validate the content. The details will be made available to the exporters on selection of the EPC / CB.

4. Officer Functions – Processing of Files & MIS Reports

4.1. What facilities are being available to EPC/CB on the process for issuing RCMCs.

All applications for RCMC are to land at their designated offices/officers for processing such applications. EPC / CB will be able to process and approve the applications received and can perform various other functions on the application such as:

- Preview the fields to be printed on the RCMC Certificate.
- Modify the Key fields - Validity Period (Expiry Date) and Description of Goods / Services manually at their end.
- Mark application Deficient and call for more information / additional fees.
- Call for more documents/attachment after raising deficiency from the applicant.
- Send file to any user within their office.
- Transfer file to any other branch / office.
- Reject the file.

4.2. What is the format of RCMC Certificate?

The Certificate is in format as prescribed under Appendix 2R of Foreign Trade Policy. There is a facility provided for making appropriate Endorsement, as they deem fit, on certificate.

4.3. How to access MIS reports on the platform.

Multiple MIS including for payment details, certificate details etc. will be provided on Platform. It can be accessed through the My Dashboard > MIS Reports.

4.4. How will deficiency flow will work?

Concerned officers at EPCs/CBs would be able to raise deficiency and applicants will have the option to respond with amendments in application along with uploading attachments.

Registering Authorities may also seek additional fees via deficiency if they consider it necessary. Applicants would be able to pay the fees accordingly while responding to deficiency.

4.5. Is there any functionality available to control/auto check to avoid the issuance of duplicate RCMCs?

File once approved will be available for view-only purposes. User cannot issue the RCMC again against the same file number.

4.6. Is there any functionality available for Officers to correct/modify any information filled by exporter (during the process or after issuance of RCMC) based on the request by exporter and in case of any error/mistake?

- During the processing of file, the officers can edit the validity date (expiry date of certificate), description of goods / services and any additional remarks to be printed in the certificate.
- In events where any other information needs to be modified then the officer is required to mark the file as deficient for exporter to make necessary corrections.
- Files once approved cannot be reverted for modifications. In such cases, Exporters can file for an amendment request online against an issued RCMC.

4.7. Is any functionality available for auto-correct the concerned members' data if any amendment is issued?

Any amendments done to RCMC will automatically reflect in the IEC profile of the exporter upon issuance of amendment certificate by officer.

4.8. Any mechanism available on the DGFT portal to maintain a record of uploaded documents, if required in future for any verification?

All details including files and uploaded documents shall remain available on DGFT portal under **My Dashboard > View and Process Submitted Applications** and **My Dashboard > RCMC Register**.

4.9. Are there any options to upload any document at any stage by the exporter(s)?

In case any additional documents are required from exporters, then the officer can mark the file as deficient with relevant remarks for exporter to act on. An email and SMS notification is sent to exporter on marking the file deficient.

4.10. Whether EPC/CB may download, RCMCs issued to exporters.

Yes. Officers will be able to download and refer to the documents. The details will also be available on the DGFT website for reference under **My Dashboard > View and Process Submitted Applications** and **My Dashboard > RCMC Register**.

4.11. What would be the options or solutions to resolve discrepancies regarding submission of excess fees, short fees, partial payments, late fees etc.

- EPCs / CBs can provide detailed instructions for exporters online to avoid such scenarios.
- In case of excess fees – Please use the refund portal provided by PayGov to issue necessary refund.
- In case of short fees / partial payments / late fees – Officer can mark file as deficient seeking the requisite amount from exporter.

5. Operational / Administrative Queries

5.1. How long will EPC/CBs need to continue to upload the RCMC data on NIC?

This is to be continued till the time agencies continue to use their own platform/method for issuance of RCMC. Once completely migrated on new platform, such details would not be required to be upload any further. **Please refer to Trade Notice No. 35 / 2021-22 dated 24.02.2022 in this regard.**

Once the RCMC is issued/amended/renewed from the common digital platform, the same shall seamlessly flow to the IEC Profile of Exporter.

Registering Authorities are required to issue suitable guidelines/instructions to Industry/Members to adopt the eRCMC Module as single source for handling all RCMC related processes.

5.2. As a part of the process, how much time it will take to credit membership fees in the EPC / CB bank account?

Please refer to the contract signed with NSDL PayGov in this matter. It usually takes 2-5 days for settlement depending on the terms of contract. NSDL defines the Transaction Charges based on the Mode of Payment in light of RBI guidelines in this regard. Any concerns in matter may be directly taken up with the NSDL PayGov.

5.3. What will be the solution, if, at any time or any stage, DGFT's portal may not work due to server down, due to heavy trafficking - use by all EPCs and CBs and exporters, internet failures etc.

DGFT website is hosted on cloud platform and robust to handle the load anticipated for all DGFT services including e-RCMC module.

5.4. Any time period fixed to maintain a record (soft files/PDFs) of issues RCMCs, or any option fixed for auto-delete the soft files from the DGFT portal?

All files with uploaded documents shall remain available on the DGFT website and available to EPCs / CBs under **My Dashboard > View and Process Submitted Applications** and **My Dashboard > RCMC Register**. Any changes / archival of data shall be communicated to EPCs / CBs prior.

5.5. How to process refund request by the applicants.

A dedicated Payment/Refund console is being created by NSDL for each Merchant (Registering Authorities) where agencies can view all transaction records and process the refund on their own.

5.6. What would be the process of processing applications of Renewal where fees has been already received directly into the Account of EPCs/CBs through Cheque/DD/NEFT/RTGS.

A facility is being provided where applicants will be able to update the fees already paid for applications and will be able to submit the application to EPC/CB which officials of EPC/CB can verify at their end for processing such applications. However it would be advised to adopt/suggest online payment through the application page for ease of application & accounting and for paperless/contactless processes in this regard.

5.7 Will for renewal of RCMC on DGFT Portal, a new RCMC number will be generated or the old RCMC number will continue?

Application for Renewal of RCMC can be initiated based on the existing RCMC details available on IEC Profile of the applicant. RCMC details in IEC Profile are being populated from the RCMC details shared by EPC/CB through their regular uploads in XML format on NIC Platform. OR IEC Holders can also update RCMC details manually in their IEC profile. RCMC number will remain the same after renewal.

5.8 Is there any system configuration for ITC HS Code/Product Category mapping vis-a-vis EPCs/CBs for exporters to apply online?

No. However for providing informed choice to the applicant, relevant provisions of FTP on details of products falling with concerned EPCs/CBs jurisdiction, including text of Para 2.94 of HBP as well as link to Appendix 2T is provided on application page itself for exporters.

5.9 Who will be the nodal contact point(s), in future, to discuss day-to-day RCMC issues, issues related to DGFT portal/technical, and issues related to payments etc. (covered/related to backend / EPCs / CBs) and for issues which may be faced by exporters and reported to EPCs/CBs for solutions?

- In case of issues faced by Exporters
 - There is a dedicated helpline for exporters to cater to their queries / issues being faced.
 - Exporter can log a ticket in DGFT Helpdesk Service under RCMC module.
- In case of issues faced by agencies
 - It is informed that the platform is being handled by EG&TF Division at DGFT.
 - Further a dedicated WhatsApp group has been created along with nodal officers from agencies to steer through the process.
 - Helpdesk Service to log technical issues shall be made available in subsequent releases to agencies.
 - Helpdesk Service to view and address RCMC related concerns pertaining to agencies shall be enabled as well.
 - Payment including refund related issues may be taken up with NSDL PayGov directly.
 - Any policy related matters may be posted to Policy Division of DGFT HQ.

6. Exporter Related Queries

6.1. Any date or month/cut off timeline has been fixed by DGFT on its RCMC portal for service exporter to renew membership by its member(s)?

Exporters can view their active / expired RCMCs under Services > e-RCMC > Renewal of RCMC. They can proceed with renewal of RCMC from here. There is no limitation / restriction with respect to time limit. Same shall be governed as per the latest FTP / HBP and Trade Notices.

6.2. What are the channels for making payment for the Exporters?

Currently system has only online payment facility through PayGov which offers payment through credit card, debit card, net banking, wallets etc.

6.3. How will Exporters apply for renewal of old/legacy issued RCMC?

Exporters will be able to see their RCMC details in IEC Profile if it has been updated from EPCs in new system or uploaded on NIC by EPCs. Moreover, they can also manually enter the RCMC details and proceed to apply for amendment / renewal based on these users entered details. Concerned agencies can then examine the application and proceed for renewal.

7. Features Coming Soon

- Offline Payments – Although it is recommended to use the DGFT platform for all application submissions and payments, in some cases, payments done offline shall be allowed to be recorded and application submission enabled. This function shall however be reviewed quarterly.
- Helpdesk Service for Agencies – Enable agencies to log their technical issues. Also enable agencies to view and resolve RCMC issues raised by exporters.
- Amendment Sheet – Enhancement to amendment certificate to print the amendment sheet in annexure.
- Standard MIS Reports for relevant data sets.
- Standard API for sharing the RCMC Certificate application details with Registering Authorities.
- API for RCMC exchange with Customs.