SOP- Import and Export of Goods and Services Process – IBG Operations

Business Owner: Global Transaction Services (GTS)

Process Owner: Institutional Banking Group Operations

Notification No: FEMA 23(R)/2026

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Glossary

Definitions:	Descriptions
FEMA 23 (R)	Foreign Exchange Management (Export and Import of Goods and Services) Regulations, 2026, FEMA 23 (R) 2026, Effective: October 01, 2026
Bill of Entry	EDPMS & IDPMS Operational Guidelines
Shipping Bill	EDPMS & IDPMS Operational Guidelines
OFAC	Office of Foreign Assets Control –The office of foreign Control of the US Treasury Department (OFAC) administers
EWSS	EWSS checks needs be done in IMEX & OCR (Global system) for all parties.
SSW	SSW checks needs be done in IPE (Global system for open account transactions) for all parties.

No	Term / Abbreviation	Definition
1	BR	Branch Representative
2	BOE	Bill of Entry
3	BM	Branch Maker
4	BC	Branch Checker
5	CTO	Central Trade Operations
6	RM	Relationship Manager
7	FCY	Foreign Currency
8	FCDO	Foreign Currency Demand Draft
9	IEC	Import Export Code
10	EC	Exchange Control
11	TIW	Transaction Initiation Workflow
12	PPM	Pre-Processing Maker
13	SB / EDF	Shipping Bill / Export Declaration Form
14	eFIRC	Electronic Foreign Inward Remittance Certificate

Introduction - Purpose and Regulatory Basis

Import

Import of Goods and Services into India is being allowed in terms of Foreign Exchange Management (Export and Import of Goods and Services) Regulations, 2026. These regulations are amended from time to time to incorporate the changes in the regulatory Framework and published through amendment notifications.

Within the contours of the regulations, Reserve Bank of India also issues directions to authorised Persons under Foreign Exchange Management (Export and Import of Goods and Services) Regulations, 2026 FEMA 23 (R) 2026, Effective: October 01,2026 down the modalities as how the foreign exchange business has to be conducted by the authorised Persons with their Customers/Constituents with a view to implementing the regulation framed. The definition of different terminology used under import payments are as follows:

Purpose and Regulatory Basis Authorized Dealers are required to put in place a comprehensive policy and Standard Operating Procedures (SOPs) for handling trade transactions, including reporting requirements relating to export/ import of goods and services, Merchanting Trade Transactions, Project Exports and Export/Import Factoring. This is mandated by the regulator as per Regulation 19 of Notification No. FEMA 23(R)/2026 -RB dated January 13, 2026. The revised framework is expected to facilitate ease of doing business by reducing regulatory complexities for customers and providing greater flexibility by empowering AD Banks in administering transactions; while adhering to customer due diligence, regulatory compliance and reporting.

- **Advance Payment** is regulated by RBI under Exchange Control. Advance Payment is a transaction of remittance from the buyer to seller before Shipment of Goods/delivery of service to the buyer.

- **In case of Direct Imports,** the **seller and buyer are directly involved in the shipment and** dispatch of document. Bank must conduct due diligence to ascertain that the Import is for Bonafide trade transaction. The Payment of Proceeds is effected by buyer at a later date. In case of services, upon completion of the underlying service the customer approaches the bank for processing payment to the overseas beneficiary

- **Import L/C Bill Lodgement & Payments:** Under letter of credit trade settlement, when exporter presents to us import documents complying with the terms and conditions of our letter of credit, we will honour payment and effect reimbursement to the exporter accordingly.

- **Import Collection bill Lodgement and Payments:** Import bill collection is a method of doing an international trade transaction given that the seller forwards the required commercial documents to the importer, against which the payment is done**.** Banks facilitates documents movement and payments to suppliers

- **Outward remittance for service payments-** Post delivery of the services, the party availing the services approaches the bank for effecting the payments

Export

Export of Goods and Services into India is being allowed in terms of Foreign Exchange Management (Export and Import of Goods and Services) Regulations, 2026. These regulations are amended from time to time to incorporate the changes in the regulatory Framework and published through amendment notifications.

Within the contours of the regulations, Reserve Bank of India also issues directions to authorised Persons under Foreign Exchange Management (Export and Import of Goods and Services) Regulations, 2026 FEMA 23 (R) 2026, Effective: October 01,2026 down the modalities as how the foreign exchange business has to be conducted by the authorised Persons with their Customers/Constituents with a view to implementing the regulation framed. The definition of different terminology used under export payments are as follows:

Purpose and Regulatory Basis Authorized Dealers are required to put in place a comprehensive policy and Standard Operating Procedures (SOPs) for handling trade transactions, including reporting requirements relating to export/ import of goods and services, Merchanting Trade Transactions, Project Exports and Export/Import Factoring. This is mandated by the regulator as per Regulation 19 of Notification No. FEMA 23(R)/2026 -RB dated January 13, 2026. The revised framework is expected to facilitate ease of doing business by reducing regulatory complexities for customers and providing greater flexibility by empowering AD Banks in administering transactions; while adhering to customer due diligence, regulatory compliance and reporting.

Exports Broadly categories under

a) Export bills for Collections Lodgment (Dispatch / No Dispatch)
b) Export bill Under LC Lodgment
c) Export Inward Payments - (Collection Bill / LC Bill/Services/Software)
d) Miscellaneous Activities: extension of SB, Invoice reduction, write off etc.

Effective Date and Transition (Import and Export)

This Policy shall become effective from October 1, 2026(or any extended date as may be notified by RBI), being the effective date stated in FEMA 23(R)/2026 -RB. Existing processes shall be reviewed and mapped to this Policy and the accompanying SOP before the effective date. The transactions processed after the effective date shall comply with the policy contained herein.

Service standards

NOTE: All clean transactions received within cut off time will be processed on same day.

Sr. No.	Products	Cut-off time
1	All Trade Products Imports – Offline	2:30 p.m. IST
2	All Trade Products Imports – Online	3:00 p.m. IST
3	All Exports Products (except Inward Payments)	4:00 p.m. IST
4	Export Inward Payments	3:00 p.m. IST
5	All Outward Remittance - Offline	2:30 p.m. IST
6	All Outward Remittance - Online	3:00 p.m. IST
7	Inward Remittance – Offline	2.30 pm IST
8	Inward Remittance – Online	3:00 p.m. IST

Key Guidelines

Act	Description
Foreign Exchange Management Act 2026	Foreign Exchange Management (Export and Import of Goods and Services) Regulations, 2026
Reserve Bank of India	Guidelines for Import Transaction by RBI

Key Circulars, Directions and guidelines to be referred to and adhered to by Trade Ops while processing the transactions.

Circular No	Descriptions
RBI/FED/	Foreign Exchange Management (Export and Import of Goods and Services) Regulations, 2026 [FEMA 23(R)/2026-RB]
RBI/201	Import Data Processing and Monitoring System
RBI/201	Export Data Processing and Monitoring System

Documents Required

Sr No	Product	Key Condition	Minimum Document Required
1	Export Bill for Collection Lodgement	Export shipment under collection basis	**M Bill /No Dispatch** • Request letter with FEMA Declaration as per standard format along with IRM and IRM utilization details • Commercial Invoice • Transport documents • Shipping bill details **Dispatch** • Request letter with FEMA Declaration as per standard format • Bill of Exchange as applicable • Transactional documents including transport documents and any other documents as per agreement/contract • Shipping bill details
2	Export Bill under LC	Export under Letter of Credit	• Request letter with FEMA Declaration as per standard format (with instructions for scrutiny/under approval)) • Original LC and Amendment as applicable, • Bill of exchange as applicable. • Commercial Invoice • Transport documents • Additional documents if any as per LC terms and conditions • Shipping bill details
3	Export Advance Receipt	Advance received for goods/services/software export	**Goods / Service (including software) -** • Disposal Instructions • FEMA Declaration (can be part of Disposal instructions) • Supporting Documents such as Agreement, Contract, Purchase Order, etc., wherever required on a case-to-case basis Note: Mail communication / intimation letter / e-FIRC copy in case part advance was routed through another AD Bank
4	Export Inward Payment	Realization against collection bill/discounted bill/PCFC	• Disposal instruction letter along with bill reference number/Discounted bill reference/Packing credit reference number for liquidation • Inward swift reference number/details.

5	Export to Warehouse	Goods exported to overseas warehouse	Additional requirement over and above export advance / export realisation covered above (i) At lodgement stage: Confirmation from customer that this is an export to warehouse. Customer to provide date of sale once the goods are sold from warehouse. (ii) At realization stage: Final invoice/sale receipt/ confirmation from customer for the sale.
6	Export of Services	Export of services/software	• Request letter with FEMA Declaration as per standard format. • Invoice along with SAC code mentioned on it. • Underlying agreement / contract (where applicable) • Service completion evidence (where applicable) • Export Declaration form (EDF) (EDF to be provided as per timelines / extended period and in the manner as permitted under Regulation 3 of FEMA 23 R)
7	Export on Lease/Hire Basis	Export under lease arrangement	Additional requirement over and above export advance / export bill under collection covered above • Document confirming lease arrangement
8	Export Write-off/Reduction	Short realization/non-realization	**Shipping bill Up to INR 10 lakh or FCY equivalent -** • Customer request letter in standard format incorporating declaration for receipt of proceeds with details of IRM along with reduction/ write off involved and SB to be closed. **Shipping bill Beyond INR 10 lakh or FCY equivalent -** • Customer request letter with rationale for write-off, such as- i. quality or quantity issue ii. commercial disputes iii. contract cancellation iv. goods lost in transit v. destruction of goods vi. volume or cost discount vii. credit note provided to buyer viii. any other reasons as applicable. **IRM cancellation** • Only applicable for export advances (P0103) • Customer request letter with rationale for non-refund of advance and no shipment

9	Extension of Shipping Bill/EDF	Delay in realization/submission	• Customer Request letter with Extension reason and applicable documentary evidence.
10	Export Commission Payment	Payment of overseas commission	• Request letter with payment instructions and FEMA declaration • Form A2 • Form 145/146 (15CA/CB), • Relevant documents / Agreement copy along with export reference number
11	Export-Import Set-off	Import and export routed through same bank	**Import and export documents routed through same bank** • Customer request letter • A communication / any other document between the overseas buyer and supplier agreeing to set-off • Documents as required for export/import to be taken
12	Refund of Export Advance	Export order cancelled/not executed	• Customer request letter (with FEMA declarations) with suitable reason for refund • Form A2
13	Third Party Receipt (Export)	Receipt from third party	• Shipping Bill/EDF/Invoice mentioning details of 3rd party OR • Tri-partite agreement OR • A justification from customer confirming third party involvement
14	GR/EDF Waiver	No forex involved/re-import cases	In such cases, exporter need to ensure- • EDF form mentioning NIL for export value is submitted to Specified Authority • In case of re-imports, Bill of Entry to be submitted GR waiver / approval from Bank shall not be required.
15	Project Export	Project export transaction	• Customer Request Letter / Project Export Intimation. • Project Information Sheet. • Contract / Letter of Award. • Cost-Revenue Projections. • Payment Schedule. • Applicable Guarantees / Bonds. •Amendment Documents (if any changes occur later). • Intimation for Deployment of Project Surplus Funds (if applicable).

16	Advance Import Payment	Advance remittance for import	**Documents for Advance import payment:** • Customer request letter (with relevant FEMA declarations) • A2 form (For services. Required only physical payment instructions received at branches) • Purchase Order / copy of agreement / proforma invoice • Expected date of shipments(Can be part of request letter) • Any additional document depending on the underlying - e.g. in-principal approval from Ministry of Civil Aviation / Director General of Civil Aviation / other such agency for import of aircraft. • Expected date of Import • Form 145-146 (for services) • Mandatory details for ORM creation containing IEC Code, SAC Code, GSTIN, PAN, AD Code, Invoice Details, Supplier Details, Currency, Amount and Nature of Service **Additional document for import of rough diamonds –** • The overseas mining company should have the recommendation of GJEPC. • Copy of Kimberley Process Certificate for the diamonds intended to be imported. **Documents to be submitted once import materialized:** • Proof of import viz. • Goods - Bill of entry details • Services-Invoice **Other case specific documents:** • For any repatriation of advance remittance (return of funds from overseas seller to the importer), reason for repatriation to be obtained from customer

17	Direct Import Payment	Import goods/services payment	**Import of goods:** • Customer Request Letter including FEMA declaration. • Commercial Invoice • Transport Document (Bill of Lading/Air Waybill/Rail Receipt etc.) • Bill of Entry details **Documents for Import of Services-** • Customer request letter including FEMA declaration for physical payment instructions received at branches • Invoice copy • Agreement / contract (where applicable) • A2 form (Required only for physical payment instructions received at branches) • Form 145/146 • Any regulatory approval/additional documentation as per specific purpose code if required • Declaration confirming that the services have been rendered • Mandatory details for ORM creation containing IEC Code, SAC Code, GSTIN, PAN, AD Code, Invoice Details, Supplier Details, Currency, Amount and Nature of Service • Mandatory details for bill creation **Under LC / collection** • Customer request Letter in the Bank standard format. • Bill of Entry details • Documents as per terms and conditions of LC / collection **Note: Applicability of FEMA 23R:** FEMA 23R shall apply to all "import" defined as per FTP. For sale from SEZ to DTA, existing treatment under IDPMS may continue.
18	Third Party Payment (Import)	Import payment to third party	• Customer Request Letter • Invoice / Purchase Order / Bill of entry mentioning details of 3rd party OR • Tri-partite agreement OR • A justification from customer confirming third party involvement.
19	Import on Lease Basis	Import under lease arrangement	Document confirming lease agreement to be obtained additionally to the documents required for import of goods.

20	Extension of Time (Import)	Extension of import payment/BOE due date	Extension of time are allowed for: • Extending import due date in IDPMS for advance / import payment made OR • Extending payment date in IDPMS if import already materialized. Document required for extension: • Customer request letter / declaration seeking extension of time
21	Delayed Import Payment	Payment made after due date	Customer request letter with rationale for the delay.
22	Import Write-off/Reduction	BOE closure with short payment	**For BOE closure Up to INR 10 lakh or FCY equivalent -** • Customer declaration in standard format with details of ORM to be taken for reconciliation and closure in IDPMS. **For BOE closure beyond INR 10 lakh or FCY equivalent -** • Customer request letter with rationale for write-off, such as- i. quality or quantity issue ii. commercial disputes iii. contract cancellation iv. goods lost in transit v. destruction of goods vi. volume or cost discount vii. credit note provided to buyer viii. any other reasons as applicable For Imports on free of cost basis, Closure of Bill of Entry can be done basis evidence of same on invoice or bill of entry or pre-agreed contract evidencing a pre-existing arrangement that this is free of cost or CA certificate confirming that these are not outstanding as payable in their last audited balance sheet.
23	Delivery Order Issuance	Release of documents/goods under LC	• Customer request letter with debit authority and pre-acceptance. • Invoice and AWB • AWB Should be consigned to DBS • Cargo arrival notice Pre acceptance • LC Number should be mentioned RL, Invoice and AWB
24	High Sea Sales	Sale before customs clearance	• Invoice - Commercial and High Sea sale (as applicable) • Transport documents • Bill of entry details in the name of HSS buyer • High Sea sale agreement

25	MTT Advance Import Payment (Export Advance Received First)	MTT where export advance received before import payment	• Request Letter • Export confirmed purchase order/proforma invoice/Sales contract • Import Purchase order/proforma invoice/sales contract. • MTT declaration •One to One matching Sheet
26	MTT Advance Import Payment (Import Advance Initiated First)	Advance payment before export receipt	• Request Letter • Justification for advance payment • Export confirmed purchase order/proforma invoice/Sales contract • Import Purchase order/proforma invoice/sales contract. • MTT declaration • One to One matching Sheet
27	MTT Post Shipment Import Payment / Export Lodgement	Shipment completed under MTT	• Request Letter • Export invoice • Import invoice • Transport document • MTT declaration • Any other Document as per the contract agreed terms. • One to One matching Sheet
28	MTT Delayed Receipt/Payment	Delay in MTT settlement	• Customer request explaining reasons for delay • Supporting correspondence with overseas buyer/supplier • Revised shipment/payment schedule
29	MTT Write-off / Short Realization	MTT export leg short realized	• Client request letter with reason for write off • Documentary evidence supporting such short realization/write off justifying the same • CA certificate duly justifying the short realisation/write-off caused due to genuine commercial trade constraint /by any other global market conditions. • Revised contracts/invoices/ Debit Note/Credit Note.
30	MTT Cancellation	MTT transaction cancelled	• Client request letter with reason for cancellation • Confirmation that neither party has any outstanding claim. • SWIFT confirmation of refund/ Proof of refund/remittance reversal (wherever applicable). • Cancellation of both purchase and sales contracts (If applicable)
31	MTT Third Party / Change in Buyer-Supplier	Change in overseas counterparty	• Customer request letter • Tri-partite agreement/Documentary evidence for the same/ any similar agreement. • Modification of earlier purchase/sales contracts (if applicable) • Correspondence with overseas parties,

			Proof of refund/remittance reversal (if applicable)
32	MTT Amendment in Contract Value	Change in MTT contract value	• Customer request letter with justification • Amended contracts. • Correspondence with overseas parties, Proof of refund/remittance reversal (if applicable)
33	MTT Extension of Time	Extension beyond stipulated timeline	• Customer request letter stating the delay • Correspondence with the buyer/supplier on terms of extension or acceptance by both buyer/supplier of the revised extended terms. • Copy of revised purchase order/sales contract and delivery/payment schedule (if applicable)
34	MTT Agency Commission	Commission payment after MTT completion	• Customer request letter with our Import and export reference number • Commission Invoice. • Form 145/146 • Agency Agreement/Details of overseas agent
35	MTT Loss	Commercial loss in MTT	• Customer request letter explaining the loss • CA certificate duly justifying the loss caused due to genuine commercial loss and supported by market conditions

Asian Clearing Union (ACU)

Meaning of the ACU Mechanism

The **Asian Clearing Union (ACU)** is a payment and settlement arrangement established on December 9, 1974, under the initiative of the United Nations Economic and Social Commission for Asia and the Pacific (ESCAP), with headquarters in Tehran, Iran.

The core objectives of the ACU mechanism are:

- **Multilateral Settlement:** To provide a facility to settle payments for current international transactions among territories of participants on a net multilateral basis.
- **Reserve Conservation:** To promote the use of participants' currencies in regional transactions, thereby economizing on the use of foreign exchange reserves.
- **Regional Cooperation:** To foster monetary cooperation and closer banking relationships among member countries to expand trade.

Current Member Central Banks

The current members of the ACU include the central banks of:

1. India
2. Bangladesh
3. Bhutan
4. Iran
5. Maldives

6. Nepal

Import not materialised

7. Pakistan
8. Sri Lanka
9. Myanmar

(Note: Under recent regulatory revisions, eligible trade transactions with specific member countries like Sri Lanka may also be settled in any permitted currency outside the ACU mechanism until further notice).

Manner of Receipt and Payment

The receipts and payments for export to or import from the countries given below of eligible goods and services shall be made as under

Nepal and Bhutan	Member countries of ACU, other than Nepal and Bhutan	Countries other than member countries of ACU
• In Indian Rupees • Where the importer in Nepal has been permitted by the Nepal Rashtra Bank to make payment in foreign currency, such receipts may be in foreign currency	In respect of payments from a resident in the territory of one participant country to a resident in the territory of another participant country • through ACU mechanism, OR • as per the directions issued by the Reserve Bank to authorized dealers from time to time.	• In Indian Rupees OR • In any foreign currency.

- Receipts and payments may also be made in a manner as may be provided in the extant Foreign Trade Policy framed by the Central Government.

Bank shall make a credit to the account of an exporter, for receipt of export only after having satisfied itself of the genuineness of the transaction, and shall, simultaneously close or update the respective entry in EDPMS

Import not materialised

Where an importer is unable to import within the contract period, or the extended period, the importer shall repatriate the advance payment made, if any. If the advance payment is not repatriated by the importer within the contract period or extended period, if any, allowed by the Bank or where the IDPMS entry has not been marked-off, any future advance payment for imports by the importer shall require an unconditional, irrevocable SBLC or a guarantee from an international bank of repute or a guarantee of an Authorised Dealer in India, which is issued against a counter-guarantee of an international bank of repute

Extension of time:

Upon receipt of a request from the exporter citing reasons for the delay, an extension of time for realization of export proceeds beyond the stipulated period may be granted based on the merits of the case and subject to fulfilment of the following conditions:

- The export transactions(s) covered under the relevant invoice(s) are not under investigation by the Directorate of Enforcement (ED), Central Bureau of Investigation (CBI), or any other investigating agency.
- A written justification is obtained from the exporter detailing the reasons for the delay and specifying the expected date of realization of the export proceeds.
- Relevant supporting documents, wherever applicable, are obtained.
- Business confirmation/support is obtained on the validity of the delay justification provided by the exporter.
- There are no outstanding regulatory, compliance, or operational deviations pending against the exporter.

- Maximum tenor extension should not exceed 3 years from the shipment date/ Invoice date

Business confirmation/support is obtained on the validity of the delay justification provided by the exporter.

Shipments lost in transit

- When shipments from India for which payment has not been received either by negotiation of bills under letters of credit or otherwise are lost in transit, the AD Category – I banks must ensure that insurance claim is made as soon as the loss is known.
- In cases where the claim is payable abroad, the AD Category - banks must arrange to collect the full amount of claim due on the lost shipment, through the medium of their overseas branch/correspondent and release the duplicate copy of EDF only after the amount has been collected.
- AD Category – I bank should ensure that amounts of claims on shipments lost in transit which are partially settled directly by shipping companies/airlines under carrier's liability abroad are also repatriated to India by exporters.

Small value shipping bills

For export transactions where the value of the Shipping Bill (for goods) or Invoice (for services) is up to ₹10 lakh (or its equivalent in foreign currency), the EDPMS entry may be closed based on a declaration from the exporter confirming that the export proceeds have been realized, either in full or otherwise.

Alternatively, the exporter may submit a consolidated declaration to the Authorized Dealer (AD) Bank on a quarterly basis for bulk closure of eligible EDPMS entries.

The Bank may permit closure of outstanding entries in EDPMS based on a declaration from the exporter subject to the following conditions:

- The value of the Shipping Bill or Invoice does not exceed ₹10 lakh (or its equivalent in foreign currency).
- The exporter provides a written declaration as per standard format confirming realization of export proceeds.
- Trade Operations is satisfied with the authenticity and completeness of the declaration.
- There are no outstanding regulatory, compliance, AML, sanctions, or due diligence concerns relating to the transaction.
- Appropriate records and declarations are retained by the Bank for audit and regulatory review purposes.
- Closure of EDPMS entries is undertaken in accordance with the prevailing RBI/FEMA guidelines and the Bank's internal procedures.

Opening of Warehouses abroad

AD Category – I bank may consider the applications received from exporters and grant permission for opening / hiring warehouses abroad

- CA certificate will be required stating Applicant's export outstanding does not exceed 5 per cent of exports made during the previous financial year and Applicant has a minimum export turnover of USD 100,000/- during the last financial year.
- All transactions should be routed through the designated branch of the AD Banks.
- The above permission may be granted to the exporters initially for a period of one year and renewal may be considered subject to the applicant satisfying the requirement above.
- For Exports through warehouses in 'Bharat Mart' in UAE please refer annexure.
- Tracker to maintained in shared folder with the details of client for which warehouse approvals are given.

For goods exported to a warehouse established outside India, export proceeds must be realized within the standard regulatory timelines stipulated by RBI export guidelines.

Project exports and service exports

Bank may permit receipts/ payments for project exports as per the underlying contract, after satisfying itself of the genuineness of the project.

The Bank shall satisfy itself of the genuineness of the project and may permit receipts/payments as per the underlying contract. The exporter shall provide the project details, contract/Letter of Award, project cost-revenue projections, payment schedule and relevant guarantees/bonds, where applicable.

As per FTP 2023 “Project Exports” refers to export of engineering goods on deferred payment terms and execution of turnkey projects and civil construction contracts abroad collectively.

- Project Exports would encompass:
- Civil construction contracts;
- Turnkey Engineering contracts including supply of Capital Goods on deferred payment terms;
- Process and Engineering Consultancy Services; and Project Construction items (excluding Steel and Cement).
- Intimation for project export

Customers may approach AD Banks on or before handling the project export transactions with desired information about the project in brief (suggested format enclosed) to be submitted to AD Bank for its information and records. 28 Policy on Export, Import and Merchanting Trade.

Bank shall acknowledge the receipt of the information sheet and provide a project export reference number to the customer.

Process flow for Intimation to AD Bank under project export transactions

- Receive Customer Request Letter (CRL) (Indicative format as per Annexure 1 from customers and extract of contract/project.
- AD Bank shall accept the application of the customer and record the same by assigning a reference number to the project.
- In case AD is not satisfied with the application, they may inform to the customer regarding rejection of their intimation request and unwillingness to handle the transactions for the underlying project at their counters.
- In case any amendment is required, customers provide updated details in their request letter / revised Annexure form.
- Opening of Short-Term Deposit in foreign currency

Project exporter to provide an intimation to the AD Bank that the cash surplus generated from the project are temporarily deployed in short-term investments (with original or residual maturity of one year or less) including in Treasury bills and in deposits with banks, outside India.

Invoice reduction

An Authorized Dealer (AD) Bank may, upon receipt of a request from the exporter citing reasons for under-realization or non-realization of the full export value, permit a reduction in the export realization amount, provided the Bank is satisfied with the reasons and supporting evidence submitted by the exporter. Such requests may be considered subject to the following conditions:

- A written request and justification are obtained from the exporter explaining the reasons for under-realization or non-realization of the export proceeds.
- Relevant supporting documents evidencing the circumstances leading to the reduction in realization are obtained and reviewed.
- Obtain Declaration from customer stating the underlying export transaction is not under investigation by the Directorate of Enforcement (ED), Central Bureau of Investigation (CBI), or any other investigative agency.

For export transactions where the value of the Shipping Bill (for goods) or Invoice (for services) is up to ₹10 lakh (or its equivalent in foreign currency), reduction in export realization, including non-realization of the full export value, may be permitted based on a declaration from the exporter confirming the reasons for such under-realization or non-realization as highlighted above

Write off for exports bills
An exporter can approach respective AD bank for self-write off of Shipping bill up to INR 10 lakh or FCY equivalent basis declaration
An exporter who is unable to realize export proceeds despite making all reasonable efforts may approach the AD Category-1 bank to write-off unrealized Shipping bills beyond INR 10 lakh with supporting documents.

Preconditions for Write-off

- Satisfactory documentary evidence is furnished indicating that the exporter had made all efforts to realise the export proceeds.
- The exporter is a regular customer of the bank for a period of at least 6 months, is fully compliant with KYC/AML guidelines and AD Category – 1 Bank is satisfied with the Bonafide's of the transaction.
- The exporter submits CA certificate confirming surrender of proportionate export incentives, wherever such incentives have been availed against the export bill.
- The transaction is not under investigation by the Directorate of Enforcement (ED), Central Bureau of Investigation (CBI), or any other investigative agency.

Cases Not Eligible for Write-off
Exports made to countries with externalization problem i.e. where the overseas buyer has deposited the value of export in local currency, but the amount has not been allowed to be repatriated by the Central Bank/ authorities of the country concerned.
EDF/ which are under investigation by agencies like, Enforcement Directorate, Directorate of Revenue Intelligence, Central Bureau of Investigation, etc. as also the outstanding bills which are subject matter of civil / criminal suit

Agency Commission on Exports:
AD Category – I bank may allow payment of commission, either by remittance or by deduction from invoice value, on application submitted by the exporter.
Checkpoints for agency commission

- Amount of commission has been declared on EDF/SOFTEX form and accepted by the Customs authorities or Ministry of Information Technology, Government of India / EPZ authorities.
- In cases where the commission has not been declared on EDF/SOFTEX form, a valid agreement/written understanding between the exporters and/or beneficiary
- The relative shipment has already been made, (declaration from client) * if bill routed through other ad bank No Objection Certificate (NOC) to be obtained from concern ad bank along with export bills details / copy of relative export bills

Refund of export proceeds:
AD Category–I banks through whom the export proceeds were originally realized may consider requests for refund of export proceeds in cases where goods exported from India are subsequently re-imported due to quality-related issues or any other reason. While processing such requests, the AD Category–I bank shall:

- Exercise due diligence regarding the track record of the exporter.
- Verify the bona-fides of the transactions.
- Obtain a certificate from CA confirming that no export incentives have been availed against the relevant export shipment, or that any incentives availed have been surrendered proportionately.
- An undertaking is required from the exporter that the goods will be re-imported within three months from the date of remittance

Requirement of re-import of goods need not be insisted, where exported goods have been auctioned or destroyed by the Port / Customs / Health authorities/ any other accredited agency in the importing country subject to submission of satisfactory documentary evidence

Unrealized Export Proceeds:

Where export proceeds remain unrealized for a period exceeding one year from the due date of realization, or such extended period as may have been approved by the Bank, the exporter shall be permitted to undertake further export transactions with specific overseas buyers only against:

- Full advance payment, or
- An irrevocable Letter of Credit (LC).

The following controls shall apply:

- Overdue export bills to be monitored and identify cases where export proceeds remain unrealized beyond one year from the due date of realization, including any approved extension period.
- Business confirmation/support shall be obtained on the status of recovery efforts and the continued business relationship with the overseas buyer.
- Upon triggering the above conditions, future export transactions to be processed against full advance payment or an irrevocable Letter of Credit until the outstanding export proceeds are realized or the restrictions are otherwise lifted in accordance with applicable regulations.
- Any exceptions to the above requirement except regulatory restrictions, shall be approved in accordance with the Bank's DOA framework and applicable regulatory guidelines

Appropriate follow-up shall be undertaken with the exporter to ascertain the reasons for non-realization and the proposed recovery plan" in controls section

BOE write off up to INR 10 lakhs:

- An importer can approach respective Authorized Dealer (AD) bank to process a self-write-off for a Bill of Entry (BoE) valued up to INR 10 lakh or its foreign currency equivalent, based on a formal declaration.

Please note:

- A. The importer must be a regular customer of the bank for at least six months -- Trade ops to check DBIL account opening date
- B. Must be fully compliant with all KYC/AML guidelines. - Concurrence from IBG/GTS - RM
- C. The transaction must not be under investigation by the Directorate of Enforcement (ED), Central Bureau of Investigation (CBI), or any other investigative agency

ORM / BOE exceeding INR 10 lakhs

For BoE amounts exceeding INR 10 lakh, the importer must submit a request to the AD bank supported by a valid rationale, such as:

- **Quality or quantity discrepancies**
- **Commercial disputes**
- **Contract cancellations**
- **Goods lost in transit**
- **Destruction of goods**
- **Volume or cost discounts**
- **Credit notes issued to the buyer**
- **Other applicable justifications.**

Please note:

A. The importer must be a regular customer of the bank for at least six months -- Check DBIL account opening date

B. and must be fully compliant with all KYC/AML guidelines. - Concurrence from IBG - RM

C. The transaction must not be under investigation by the Directorate of Enforcement (ED), Central Bureau of Investigation (CBI), or any other investigative agency.

Write off : Free of cost basis imports

For goods imported on a free-of-cost basis, the BoE may be closed upon providing supporting evidence, such as invoice notations, BoE details, or correspondence between the buyer and the seller.

Please note:

A. The importer must be a regular customer of the bank for at least six months -- Check DBIL account opening date

B. and must be fully compliant with all KYC/AML guidelines. - Concurrence from IBG - RM
C. The transaction must not be under investigation by the Directorate of Enforcement (ED), Central Bureau of Investigation (CBI), or any other investigative agency.

LEI Check Roll out

LEI referring to Legal Entity Identifier (LEI) code has been conceived of as a key measure to improve the quality and accuracy of financial data systems for better risk management post the Global Financial Crisis. The LEI is a 20-character unique identity code assigned to entities who are parties to a financial transaction.

RBI has placed a requirement to ensure that LEI (Legal Entity Identification number) is obtained by the client before booking an FX deal.

Charges & Commission

- Charges: As per applicable tariff sheet available at our website.

Rates On FXCS for Forward contract booked by Client having specific maturity date and Early Utilization (EU):

When a client books a forward contract and updates their request letter at the time of submitting a transaction, operations will process it accordingly. If the specified deal is utilized early, the Treasury team will update the comments and share the EU deal details, including the final rate, which must then be used as the forward contract rate for transaction processing.

International Trade Invoicing and Settlement in Indian Rupees (INR)

Goods and Software Exports

Type	Conditions	Documents
An overseas bank (correspondent to the Indian exporter's/importer's trading partner) opens a Special Rupee Vostro Account (SRVA) with an AD Category-I bank in India. The Indian exporter invoices the overseas buyer in INR; the buyer's bank remits INR into the SRVA, and the Indian AD credits the exporter's account from that balance. For imports, the AD debits the SRVA to pay the overseas supplier's rupee balance. The exchange rate for the underlying trade is market-determined, and surplus SRVA balances may be used for other permissible current and capital account transactions, including short-term investment, under the Foreign Exchange Management (Deposit) Regulations, 2016 and the AD's SRVA arrangement.	The standard Regulation 3/4/18 process applies unchanged — the EDF/shipping bill is filed as usual, with the invoice currency marked as INR, and the EDPMS entry is closed once the AD receives the SRVA credit and passes it through to the exporter's account, mirroring the standard Regulation 4(2) mechanism. The realization period for such INR invoiced/settled exports is 1 2 months under the proviso to Regulation 5(1).	The same underlying trade documents as any export/import — commercial invoice (denominated in INR), the export/import contract, and the shipping bill/EDF or Bill of Entry — together with confirmation that the overseas buyer's/supplier's bank maintains an active SRVA arrangement with an Indian AD.

Service (excl. Software)

Type	Conditions	Documents
Exports invoiced and/or settled in INR	1. Transaction must comply with the extant RBI framework for international trade settlement in INR. 2. The invoice must clearly identify INR as the settlement currency. 3. The applicable export realization period is 12 months from the invoice date, subject to extant RBI guidelines. 4. EDF and EDPMS processes apply as applicable	1. Customer request. 2. Commercial invoice denominated in INR. 3. Service contract, purchase order or statement of work. 4. EDF details. 5. Settlement confirmation 6. Any other documents or information required by the Bank. (For details refer point no 3 and 6 under page 6 & 7 respectively)
Service imports settled in INR	1. Transaction must comply with the extant RBI framework for international trade settlement in INR. 2. The customer must provide the invoice, contract and applicable payment information. 3. IDPMS processes apply as applicable	1. Customer request. 2. Commercial invoice denominated in INR. 3. Service contract, purchase order or statement of work. 4. Any other documents or information required by the Bank. (For details refer point no 16 and 17 under page 9 & 10 respectively)