

RFN for communication to taxpayers

Madam/ Sir,

1. The GST portal (“System”) generates various documents, such as notices/ orders, etc which are communicated to the taxpayer. Most such documents have a system-generated unique identifier DIN (Document Identification Number)/ RFN (Reference Number). These documents, by virtue of being generated by the System, are already traceable in the portal, mostly on the taxpayer’s dashboard. However, a facility for taxpayers to verify their validity through such auto-generated RFN is under development and will be provided shortly.
2. In addition, in compliance of the directions of the Hon’ble Supreme Court, a facility for document **Reference Number (RFN)** generation by State tax officer and verification by taxpayer has been provided. Under this feature, the tax officer can generate a RFN for any communication, which is not generated by the System and is to be sent to the taxpayer, and the said document can be validated by the tax payer (both pre-login and post-login) using this RFN.
3. To generate RFN, on the BO portal, the tax officer has to navigate to **Services > RFN Generation**. The RFN Generation page is displayed. RFN can be generated by entering appropriate details in the fields and clicking on **Generate RFN** button. This RFN can be mentioned in the communication to the taxpayer.
4. Similarly, **Search RFN** feature on the same page can be used to search previously generated RFNs by the said officer.
5. The taxpayers have also been provided the facility to verify this RFN so generated, both pre- and post-login, by navigating to **Services > User Services > Verify RFN** option.
6. The above feature has been deployed and available for use by Model-2 state tax officers. The officers under your jurisdiction may be requested to utilize this new feature. This facility is for offline correspondence issued by Model-2 State GST authorities. For documents issued by Central GST officers, the taxpayers may continue to use the already existing CBIC DIN facility.