

Ref.No.: GJEPC/DGFT_Help Desk/2021-22

26th April, 2021

To,

All Members of the Council

Dear Sir/Madam,

Subject: Operationalisation of DGFT 'COVID-19 Helpdesk' for International Trade related Issues'

We are glad to inform you that the Government has taken several measures to assist the export fraternity to tackle the pandemic situation.

Now the Department of Commerce, Government of India and DGFT have undertaken to monitor the status of export and imports and difficulties being faced by trade stakeholders in view of the surge of COVID-19 cases. DGFT has accordingly operationalised a 'COVID-19 Helpdesk' to support and seek suitable resolutions to issues arising in respect of International Trade.

This 'COVID-19 Helpdesk' would look into issues relating to Department of Commerce/DGFT, Import and Export Licensing Issues, Customs clearance delays and complexities arising thereon, Import/Export documentation issues, Banking matters etc. Helpdesk would also collect and collate trade related issues concerning other Ministries/Departments/Agencies of Central Government and State Governments and will co-ordinate to seek their support and provide possible resolution(s).

Members may submit information on the DGFT website and submit information relating to their issues on which support is required using the following steps—

- i. Navigate to the DGFT Website (<https://dgft.gov.in>) - Services - DGFT Helpdesk Service
- ii. 'Create New Request' and select the Category as 'Covid-19'
- iii. Select the suitable sub-category, enter the other relevant details and submit.

Alternatively, you may send your issues to **email id: dgftedi@nic.in with the subject header: Covid-19 Helpdesk or call at Toll Free No 1800-111-550.**

We would request the Members to kindly make use of the facility suitably to resolve the issues faced by the Members.

Members may also keep the Council abreast of their complaint/grievance/query by marking a copy of the same to :shiwali.srivastav@gjepcindia.com / preetha.shalu@gjepcindia.com.

The status of resolutions and feedback may be tracked using the Status tracker under the DGFT Helpdesk Services.

Trade notice issued by DGFT is enclosed herewith for your information. Also, may download from our website www.gjepc.org.

Thanking you,

With best regards,



SABYASACHI RAY
EXECUTIVE DIRECTOR

Click here to download the DGFT Trade Notice :-https://www.gjepc.org/download/DGFT_Trade_Notice02-Covid_Helpdesk_Apr%202021.pdf

रत्न तथा आभूषण निर्यात संवर्धन परिषद | The Gem & Jewellery Export Promotion Council

मुख्य कार्यालय: ए डब्ल्यू-1010, पहली मंजिल, टावर ए, भारत डायमंड बॉर्स, जी ब्लॉक, बांद्रा-कुर्ला कॉम्प्लेक्स, बांद्रा (ए), मुंबई-400 051. (भारत)

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Connecting with GJEPC is now a call away | Toll Free Number : 1800-103-4353 | Missed Call Number : +91-7208048100