

File No. 01/233/HQ/18-19/ECA II
Government of India
Ministry of Commerce and Industry
Department of Commerce
Directorate General of Foreign Trade
Udyog Bhawan, New Delhi

Dated: 26th April 2019

Trade Notice No. 08/2015-2020

To
Members of Trade and Industry
All Regional Authorities (RAs) of DGFT/Development Commissioners of SEZs
All Export Promotion Councils/Chambers of Commerce
All Indian Trade Missions abroad
Foreign Trade Divisions of Department of Commerce
Economic Diplomacy Division of Ministry of External Affairs

Sub: Upgraded Module for Online Filing & Tracking Quality Complaints/Trade Disputes relating to International Trade – both for Indian and foreign entities.

For filing and tracking of Quality Complaints/ Trade Disputes an online module was implemented with effect from 11/02/2019. The procedure for filing and tracking such complaints was notified vide Trade Notice No.47/2015-20 dated 11.02.2019. However this module covered filing and tracking of complaints only by the foreign entities against Indian entities.

2. The said online module has been upgraded and now the Indian entities can also file/track complaints against foreign entities. The revised protocol is enumerated as below:

FOR THE INDIAN/FOREIGN COMPLAINANTS

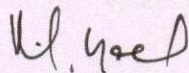
- (i) Go to the DGFT website www.dgft.gov.in>Services>File Quality Complaints/Trade Dispute>fill Online Application Form.
- (ii) Upload documents related to the quality complaint/trade dispute, wherever required [maximum 5MB size documents in pdf format].
- (iii) Select the jurisdictional Regional Authority of DGFT/SEZ (this jurisdiction should be ascertained with respect to the address of the Indian entity) as per Appendix 1 of Handbook of Procedures (refer http://dgft.gov.in/sites/default/files/1A_0.pdf).
- (iv) Select jurisdictional Indian Mission (this jurisdiction should be ascertained with respect to the address of foreign entity).
- (v) On submission, a Unique Reference Number (URN) starting with 'Q' will be generated and sent to the email id of the complainant. Please make sure that the email id is functional as all future correspondence in this regard will be made on this id only.

- (vi) The complainant, at a future date, can also provide additional material/correspondence to the Regional Authority/SEZ and Indian Mission. While making any future correspondence, the URN must be quoted invariably in the subject header of the email.
- (vii) A link 'View Status' is also available for the complainant to check current position of the complaint at "<http://dgftebrc.nic.in.8090/TradeDispute>"

FOR THE CONCERNED REGIONAL AUTHORITY OF DGFT/SEZ AND INDIAN MISSION

- (viii) On receipt of the complaint/dispute, the concerned Regional Authority/SEZ and Indian Mission, after logging into the Online Module, on a regular basis, will take necessary steps for its resolution.
 - (ix) In case the Online Application Form has been submitted incorrectly to the wrong jurisdiction by the complainant, the application should be reassigned to the concerned authority by the RA/SEZ/Mission. Online Application(s) submitted to DGFT Headquarters will also be 'Reassigned' to the concerned RA/SEZ. For information of the Complainant, details regarding reassignment to another authority has also been provided in the 'Update Status' link.
 - (x) The concerned RA/SEZ/Mission will regularly update position of the cases on the link 'Update Status' so that the Complainant, Foreign Trade Division of Department of Commerce, Economic Diplomacy Division of Ministry of External Affairs and the DGFT HQ can track the progress made on the complaints/disputes filed.
3. Difficulties, if any, in implementation of these provisions may please be brought to the notice of this Directorate immediately.
4. Indian Missions abroad and Export Promotion Councils may give wide publicity to this online filing & tracking facility.

This issues with approval of the DG.


(R.P. Goyal)

Additional Director General of Foreign Trade