

आलोक चतुर्वेदी  
महानिदेशक  
Alok Chaturvedi  
Director General

Dy. No. 638 AS (ED & States)/201  
Date 01/05/2019  
15 YEARS OF CELEBRATING THE MAHATMA



भारत सरकार  
वाणिज्य एवम् उद्योग मंत्रालय  
विदेश व्यापार महानिदेशालय  
उद्योग भवन, नई दिल्ली-110011

Government of India  
Ministry of Commerce & Industry  
Directorate General of Foreign Trade  
Udyog Bhawan, New Delhi - 110011

No. 01/233/HQ/18-19/ECA.-II /187

dated 26.04.2019

Dear

Shri Bharti

An online module for filing and tracking of Quality Complaints/ Trade Disputes has been implemented by this directorate with effect from 11.02.2019. The Indian and foreign entities can file their complaints/disputes at [www.dgft.gov.in](http://www.dgft.gov.in)>Services>File Quality/Trade Grievances>fill Online Application Form. Detailed procedures for filing and tracking such complaints have been notified vide the Trade Notices No. 47/2015-20 dated 11.02.2019 and No. 08/2015-20 dated 26.04.2019 (copies enclosed).

2. We have added names of all the Indian Missions abroad as provided in the email dated 16/4/19 from your division.

3. Your office would be one of the administrators to monitor status of all the complaints entered at the online module. Your user id is "ADMIN-MEA" with password as "Temp@123". Indian missions can log in to the module with user id and password as per list attached. The password is required to be changed on the first login.

4. All Indian Missions may please be advised to refer to the complaints registered on the online module. Our Missions may take up the complaints with the authorities/parties concerned in the respective countries. Action taken there on should be recorded on regular basis by the missions so that the complainants can view the action taken on their complainants.

With best wishes,

Yours sincerely,

Alok Vardhan Chaturvedi  
Director General of Foreign Trade

Shri Manoj K. Bharti,  
AS (ED & States)  
2125 B Wing  
Jawahar La Nehru Bhawan,  
New Delhi -110011.

pl take u/a

11/5/19

For your pl.

11/5/19

This will also be attached

US(AR)

DS(ED-AN)



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

**Trade Notice No. 47/2015-2020**

**Dated: 11<sup>th</sup> February 2019**

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 Division of Department of Commerce

**Sub: Online Module for Filing & Tracking Quality Complaints/Trade Disputes relating to International Trade.**

In an endeavour to resolve complaints or trade disputes relating to international trade and to create confidence in the business environment of India, a mechanism to address such issues has been provided in Chapter 8 of the Foreign Trade Policy/Handbook of Procedures, 2015-2020. These largely relate to

- a) Complaints received from foreign buyers in respect of poor quality of the products supplied by exporters from India;
- b) Complaints of importers against foreign suppliers in respect of quality of the products supplied; and
- c) Complaints of unethical commercial dealings categorized mainly as non-supply/ partial supply of goods after confirmation of order; supplying goods other than the ones as agreed upon; non-payment; non-adherence to delivery schedules, etc.

2. Up to now such complaints/Trade Disputes are being filed, received and processed manually. Now an Online module has been created to facilitate filing and tracking of these Quality Complaints/Trade Disputes. It has been decided that with effect from 11/02/2019, all such complaints should be filed online as per the following protocol:

**FOR THE COMPLAINANT**

- (i) Go to the DGFT website [www.dgft.gov.in](http://www.dgft.gov.in)>Quick Links >File Quality/Trade Grievances>fill Online Application Form.
- (ii) Upload documents related to the quality complaint/trade dispute, wherever required [maximum 5MB size documents in pdf format].
- (iii) Submit Online Application Form to the jurisdictional RA of DGFT/SEZ [this jurisdiction should be ascertained by the complainant, with respect to the Indian entity against whom the



complaint is being made or with respect to the Indian complainant where the complaint is being filed against a foreign entity, as per Appendix 1 of Handbook of Procedures [http://dgft.gov.in/sites/default/files/1A\\_0.pdf](http://dgft.gov.in/sites/default/files/1A_0.pdf) ].

- (iv) 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 will be made on this id only.
- (v) The complainant, at a future date, can also provide additional material/correspondence to the DGFT RA/SEZ. While making any future correspondence with the DGFT RA/SEZ to whom the Online Application has been submitted earlier, the URN must be quoted invariably in the subject header of the email.
- (vi) A link 'View Status' is also available for the complainant to check current position of the complaint at "<http://dgftebrc.nic.in.8080/TradeDispute>"

#### **FOR THE DGFT RA/SEZ WHERE ONLINE APPLICATION IS SUBMITTED**

- (vii) On receipt of the quality/trade complaint, the concerned DGFT RA/SEZ, after logging into the Online Module, on a regular basis, will take necessary steps as per guidelines laid down in this regard in the Foreign Trade Policy/Handbook of Procedures, 2015-2020 for resolution of the grievance.
  - (viii) In case the Online Application Form has been submitted incorrectly to the wrong jurisdiction by the complainant, the RA/SEZ will 'Reassign' the application to the correct RA/SEZ. Online Application(s) submitted to DGFT Headquarters will also be 'Reassigned' to the correct DGFT RA/SEZ by the concerned division in the HQ. For information of the Complainant, information regarding reassignment to another DGFT RA/SEZ will also be provided in the 'Update Status' link.
  - (ix) Each DGFT RA/SEZ will also regularly update position of the cases on the link 'Update Status' so that the Complainant and the DGFT HQ can track the progress made on the grievance 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.



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: 26<sup>th</sup> 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](http://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](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.

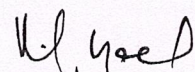


- (vi) The complainant, at a future date, can also provide additional material/correspondence to the Regional Authority/SEZ and Indian Mission. While making any future correspondence, the URN must be quoted invariably in the subject header of the email.
- (vii) A link 'View Status' is also available 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



USER ID	PASSWORD	OFFICE/COUNTRY
ADMIN-DGFT	Temp@123	ADMIN DGFT
ADMIN-DOC	Temp@123	ADMIN DOC
ADMIN-MEA	Temp@123	ADMIN MEA
IMA-AFG	Temp@123	Afghanistan
IMA-DZA	Temp@123	Algeria
IMA-AGO	Temp@123	Angola
IMA-ARG	Temp@123	Argentina
IMA-ARM	Temp@123	Armenia
IMA-AUS	Temp@123	Australia
IMA-AUT	Temp@123	Austria
IMA-AZE	Temp@123	Azerbaijan
IMA-BHR	Temp@123	Bahrain
IMA-BGD	Temp@123	Bangladesh
IMA-BLR	Temp@123	Belarus
IMA-BEL	Temp@123	Belgium
IMA-BTN	Temp@123	Bhutan
IMA-BWA	Temp@123	Botswana
IMA-BRA	Temp@123	Brazil
IMA-BRN	Temp@123	Brunei Darussalam
IMA-BGR	Temp@123	Bulgaria
IMA-KHM	Temp@123	Cambodia
IMA-CAN	Temp@123	Canada
IMA-CHL	Temp@123	Chile
IMA-CHN	Temp@123	China
IMA-COL	Temp@123	Colombia
IMA-CDR	Temp@123	Congo [Democratic Republic]
IMA-CPR	Temp@123	Cote d Ivoire [Ivory Coast]
IMA-HRV	Temp@123	Croatia
IMA-CUB	Temp@123	Cuba
IMA-CYP	Temp@123	Cyprus
IMA-CZE	Temp@123	Czech Republic
IMA-DNK	Temp@123	Denmark
IMA-EGY	Temp@123	Egypt
IMA-ETH	Temp@123	Ethiopia
IMA-FJI	Temp@123	Fiji
IMA-FIN	Temp@123	Finland
IMA-FRA	Temp@123	France
IMA-DEU	Temp@123	Germany
IMA-GHA	Temp@123	Ghana
IMA-GRC	Temp@123	Greece
IMA-GTM	Temp@123	Guatemala
IMA-GUY	Temp@123	Guyana
IMA-HUN	Temp@123	Hungary
IMA-ISL	Temp@123	Iceland
IMA-IDN	Temp@123	Indonesia



IMA-IRN	Temp@123	Iran
IMA-IRQ	Temp@123	Iraq
IMA-IRL	Temp@123	Ireland
IMA-ISR	Temp@123	Israel
IMA-ITA	Temp@123	Italy
IMA-JAM	Temp@123	Jamaica
IMA-JPN	Temp@123	Japan
IMA-JOR	Temp@123	Jordan
IMA-KAZ	Temp@123	Kazakhstan
IMA-KEN	Temp@123	Kenya
IMA-PRK	Temp@123	Korea (DPR)
IMA-KOR	Temp@123	Korea (ROK)
IMA-KWT	Temp@123	Kuwait
IMA-KGZ	Temp@123	Kyrgyzstan
IMA-LAO	Temp@123	Laos
IMA-LBN	Temp@123	Lebanon
IMA-LBY	Temp@123	Libya
IMA-MDG	Temp@123	Madagascar
IMA-MWI	Temp@123	Malawi
IMA-MYS	Temp@123	Malaysia
IMA-MDV	Temp@123	Maldives
IMA-MLI	Temp@123	Mali
IMA-MLT	Temp@123	Malta
IMA-MUS	Temp@123	Mauritius
IMA-MEX	Temp@123	Mexico
IMA-MNG	Temp@123	Mongolia
IMA-MAR	Temp@123	Morocco
IMA-MOZ	Temp@123	Mozambique
IMA-MMR	Temp@123	Myanmar
IMA-NAM	Temp@123	Namibia
IMA-NPL	Temp@123	Nepal
IMA-NLD	Temp@123	Netherlands
IMA-NZL	Temp@123	New Zealand
IMA-NER	Temp@123	Niger
IMA-NGA	Temp@123	Nigeria
IMA-NOR	Temp@123	Norway
IMA-OMN	Temp@123	Oman
IMA-PAK	Temp@123	Pakistan
IMA-PSE	Temp@123	Palestine
IMA-PAN	Temp@123	Panama
IMA-PNG	Temp@123	Papua New Guinea
IMA-PER	Temp@123	Peru
IMA-PHL	Temp@123	Philippines
IMA-POL	Temp@123	Poland
IMA-PRT	Temp@123	Portugal
IMA-QAT	Temp@123	Qatar
IMA-ROM	Temp@123	Romania



IMA-RUS	Temp@123	Russia
IMA-SAU	Temp@123	Saudi Arabia
IMA-SEN	Temp@123	Senegal
IMA-SRB	Temp@123	Serbia
IMA-SYC	Temp@123	Seychelles
IMA-SGP	Temp@123	Singapore
IMA-SVK	Temp@123	Slovak Republic
IMA-SVN	Temp@123	Slovenia
IMA-ZAF	Temp@123	South Africa
IMA-SDN	Temp@123	South Sudan
IMA-ESP	Temp@123	Spain
IMA-LKA	Temp@123	Sri Lanka
IMA-SDN	Temp@123	Sudan
IMA-SUR	Temp@123	Suriname
IMA-SWE	Temp@123	Sweden
IMA-CHE	Temp@123	Switzerland
IMA-SYR	Temp@123	Syria
IMA-TJK	Temp@123	Tajikistan
IMA-TZA	Temp@123	Tanzania
IMA-THA	Temp@123	Thailand
IMA-TTO	Temp@123	Trinidad and Tobago
IMA-TUN	Temp@123	Tunisia
IMA-TUR	Temp@123	Turkey
IMA-TKM	Temp@123	Turkmenistan
IMA-UGA	Temp@123	Uganda
IMA-UKR	Temp@123	Ukraine
IMA-ARE	Temp@123	United Arab Emirates
IMA-GBR	Temp@123	United Kingdom
IMA-USA	Temp@123	United States of America
IMA-UZB	Temp@123	Uzbekistan
IMA-VEN	Temp@123	Venezuela
IMA-VNM	Temp@123	Vietnam
IMA-YEM	Temp@123	Yemen
IMA-ZMB	Temp@123	Zambia
IMA-ZWE	Temp@123	Zimbabwe
IMA-REU	Temp@123	Saint Denis, Reunion Island