

**Consulate General of India
Birgunj**

No. Birg/208/08/2016

Date: 03rd June, 2019.

Subject: 'Introduction of online trade complaint portal by DGFT' – Reg.,

Dear Sir/Madam,

I am pleased to inform that to resolve complaints or trade disputes relating to international trade in terms of chapter 8 of the Foreign Trade Policy/Handbook of Procedures, 2015-2020 and with a view to build up reliable business environment in India, an online filing and tracking of trade complaints has been launched by the Directorate General of Foreign Trade (DGFT) with effect from 11.02.2019. Both Indian and foreign entities can now file business related complaints on the portal.

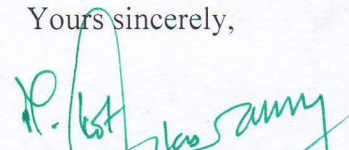
2. Complaints from foreign buyers about poor quality of supply by exporters from India as well as complaints of Indian importers against foreign suppliers can be filed on this portal. Besides, complaints of unethical commercial dealings like non-supply/partial supply of goods after confirmation of order or supplying goods other than the ones as agreed upon, non-payment or non-adherence to delivery schedule etc. can also be filed through this portal.

3. Detailed procedure for filing and tracking of the complaints has also been notified by the DGFT vide Trade Notices No. 47/2015-20 dated 11.02.2019 and No. 08/2015-20 dated 26.04.2019. Accordingly, the Indian & foreign entities can file their complaints/disputes at www.dgft.gov.in>Services>File Quality/Trade Grievances>fill Online Application Form.

4. You may kindly disseminate the above information among the esteemed members of your organization.

Best Regards,

Yours sincerely,


(Dr. Kotraswamy M)
Consul (ECC)

03/06/2019