

Government of India
Ministry of Commerce & Industry
Department of Commerce
Directorate General of Foreign Trade
Vanijya Bhawan, New Delhi

Dated: 6th November, 2023

TRADE NOTICE No. 32/2023-24

To,

All Exporters/Members of Trade
DGFT Regional Authorities
Export Promotion Councils/Commodity Boards

Sub: Introduction of Centralized Video Conference Facility at DGFT Headquarters

In its continuous endeavour to enhance Trade Facilitation and provide efficient grievance redressal mechanisms, DGFT has introduced a new facility of centralized Video Conference facility at DGFT HQs for the benefit of the exporting community.

2. Effective from 08.11.2023, a centralized Video Conference (VC) facility will be available at the DGFT headquarters every Wednesday between 10 am to 12 noon. Senior officers from DGFT HQs shall remain present during these VCs to address the matters which could not be resolved by various DGFT Regional Authorities (RAs) despite concerted efforts.
3. This facility is also intended as a platform for Trade and Industry representatives to bring forward suggestions for improvements and raise concerns pertaining to DGFT systems and procedures.
4. Interested parties may avail this facility by registering on the DGFT portal at www.dgft.gov.in and selecting the 'Centralised VC with HQs' option under 'services'. The first preference shall be given to those who have requested a slot by logging in and registering. Thereafter, based on availability of time, the VC shall be made open to allow all waiting members in the VC lobby to enter. The time and slots available under this facility shall be increased/moderated over a period of time based on the response received from the trade and industry.
5. The existing facility of daily online VCs with all RAs of DGFT, as well as individual appointments with concerned officers of RAs over VC shall continue as usual.
6. This notice is issued with the approval of the competent authority.


(K.M Harilal)

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