

Government of India  
Ministry of Commerce & Industry  
Department of Commerce  
Directorate General of Foreign Trade  
UdyogBhavan, New Delhi.

Trade Notice No. 10/2014  
04.06.2014

Dated

To  
All RAs of DGFT  
Members of Trade  
Export Promotion Councils

Subject: Online complaint resolution system relating to EDI issues

An online complaint resolution system relating to EDI issues has been established where users can file online complaint. User can go to 'icon' "EDI complaint resolution" and feed following data in the system to get the issues addressed. A key number for each complaint will be generated which can be followed up by the users and DGFT officials for early resolution of issues. If the issue is not resolved in 5 working days email may be sent to Shri Anil Kumar Sinha, DDG(NIC) – anilksinha@nic.in.

2. All stakeholders are requested / encourage to use the facility of online complaint resolution system relating to EDI issues with effect from 04.06.2014

IEC
Issue
e-mail

(Ajay Srivastava)  
Joint Director General of Foreign Trade  
Email: sajay@nic.in

(Issued from File No. 01/02/15/AM-15/EDI)