Government of India

Ministry of Commerce & Industry

Department of Commerce

Directorate General of Foreign Trade

Udyog Bhavan, New Delhi.

Trade Notice No. 10/2014                                                                     Dated   04.06.2014

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

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| 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)