

The Directorate General of Foreign Trade (DGFT), Ministry of Commerce and Industry, Government of India has created an online module for filing and tracking of quality complaints/trade disputes. Complaints from foreign buyers about poor quality of supply by exporters from India as well as complaints of 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 deliver schedule etc. can also be filed through this portal.

All such complaints can be filled online, as per following protocol:

- i. Go to the DGFT website 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 document 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)
- 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>