



THE COTTON TEXTILES EXPORT PROMOTION COUNCIL

(Sponsored By Government of India)

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Sub : Guidelines to the members of Trade requesting appointment for virtual meeting/ personal hearing from the O/o Additional DGFT CLA Delhi

Dear Member,

Your kind attention is drawn to DGFT Trade Notice No.6/2023 dated 31.5.2023 ([enclosed](#)) on introduction of online facility requesting for appointment to virtual meeting/personal hearing for exporters.

In this connection, O/o Addl. DGFT CLA Delhi has issued guidelines vide Trade Notice No.3/2023-24 ([enclosed](#)) dated 15.6.2023 for appointment for virtual meeting/personal hearing to the exporters which is as follows –

1) Prioritize Online Communication:

To promote convenience, efficiency and safety, exporters must utilize online video conferencing (VC) platforms for meetings with the officials. The DGFT online portal may be used to seek online VC with the concerned officials.

2) Scheduling Virtual Appointments:

As informed vide DGFT Trade Notice No. 6/2023-24 dated 31.5.2023, exporters may apply for VC facility for their online hearing on the DGFT website, on which support is required, using the following steps:

Navigate to (<https://dgft.gov.in>) >>> Services >>> Request for video conference. Refer to Help manuals for suitable guidance: DGFT Website >>> Y Learn 'Application Help & FAQs'.

3) Test Your Equipment:

Before the scheduled VC, ensure that your computer, webcam, microphone, and internet connection are in good working order. Conduct a test call to ensure smooth connectivity and effective communication during the meeting.

4) Utilize Secure Video Conferencing Platforms:

Ensure that VC platform and Internet network you use for virtual meetings adheres to

security protocols. Choose platforms that have end-to-end encryption and robust privacy features to protect the confidentiality of your discussions.

5) Prepare Documentation in Advance:

If you plan to present documents or visuals during the virtual meeting, share them digitally with the official / staff beforehand to enable them to review materials ahead of time, making the discussion more productive and focused.

6) Be Punctual and patient for your turn:

Be punctual and ready for the call at the scheduled time. Avoid any distractions or background noise that might disrupt the meeting. Only one visitor is allowed in the VC at a time to maintain confidentiality of the discussions. You might be kept in online lobby before your turn for hearing comes.

7) Follow Up in Writing:

After the virtual meeting concludes, you may send a follow- up email summarizing the main points, relevant documents, etc.

8) In person Visit:

Online VC should be preferred mode of communication with this office. In certain cases such as Adjudication hearings, Visits by Trade Associations and EPCs, CQCTD cases and other exceptional cases, physical meeting may be secured with written communication in advance. Walk-in appointments should be avoided by the trade.

Any further suggestions/concerns/feedback on this subject may be provided at cladelhi-dgft@nic.in.

You may kindly make a note of the above.

Regards,

Dr. Siddhartha Rajagopal
Executive Director

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