



E-Serve No.: 74 of 2025 | Date: April 15, 2025

Sub: Operationalisation of DGFT 'Global Tariff and Trade' Helpdesk

Dear Member,

The Department of Commerce and DGFT are closely monitoring global trade trends, including tariff changes, import surges and export-related challenges. Given the evolving trade landscape and the introduction of various tariff and counter-tariff measures, there may be both new export opportunities and heightened import pressures from specific countries or product sectors. Therefore, Dept. of Commerce and DGFT has required exporters and importers to share their inputs and suggest support mechanisms. To assist stakeholders, DGFT has launched a 'Global Tariff and Trade Helpdesk' (refer Trade Notice No. 01/2025-26 dated 11.04.2025 [enclosed](#)).

Global Tariff Challenges Helpdesk

(i) Shall look into issues relating to the following:

- Import or Export Challenges,
- Import Surges or Dumping,
- EXIM Clearance,
- Logistics or Supply Chain Challenges,
- Financial or Banking issues,
- Regulatory or Compliance Issues,
- Other Issues or Suggestions.

(ii) Trade-related issues concerning other Ministries, Departments or Agencies at the Central and State levels will be collected, collated and coordinated with the respective authorities to seek support and possible resolutions.

Issues may be submitted via the DGFT website by selecting 'DGFT Helpdesk Service', then 'Create New Request' and choose the category 'Global Tariff and Trade Issues' with a relevant sub-category. Alternatively, issues may be sent to email id: [dgftedi@nic.in](mailto:dgftedi@nic.in) with the subject: 'Global Tariff and Trade Helpdesk' or call the Toll-Free No. [1800-111-550](tel:1800-111-550). Status updates and feedback will be available through the DGFT portal, with email and SMS alerts for ticket updates.

Members may kindly make a note of the above support mechanism.

Regards,

Dr. Siddhartha Rajagopal  
Executive Director

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