E Serve No. 61 of 2019   **May 03, 2019**

Circular No.EPS/10/2019-20

To: Members of the Council

 Sub: Online Filing and Tracking of Quality Complaint / Trade Disputes

Dear Member,

DGFT has introduced a facility of filing and tracking Quality complaints & Trade disputes online for Indian entities vide Public Notice No. 05/2015-20 dated April 26, 2019. This facility was earlier introduced for foreign entities. The facility has now been extended to Indian entities also vide Trade Notice No. 08/2015-20 dated April 26, 2019.

The procedure to be followed in this regard are as under:

(1) Go to DGFT website **www.dgft.gov.in** >services>file Quality Complaints / Trade Dispute>fill online application form.

(2) Upload documents related to the quality complaint / trade dispute, wherever, required (maximum 5MB documents in PDF format).

(3) Select the jurisdictional Regional Authority of DGFT / SEZ (this jurisdiction should be ascertained with respect to the address of the Indian entity) as per the Hand Book of Procedures.

(4) Select the jurisdictional Indian mission (jurisdiction should be ascertained with respect to the address of the foreign entity).

(5) 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 the email ID is functional as all future correspondence in this regard will be made

on this ID only.

Copies of DGFT Public Notice No. 05/2015 -20 dated April 26, 2019 **(click here)** and Trade Notice No. 08/2015-20 dated April 26, 2019 2019 **(click here)** are enclosed herewith.

You are requested to please take a note of the above and do the needful.

Regards,

Dr. Siddhartha Rajagopal
Executive Director

TEXPROCIL