

Embassy of India
Kathmandu

Online filing / tracking of complaint on trade dispute

In an endeavour to resolve complaints or trade disputes relating to international trade and create confidence in the business environment of India, a mechanism to address such issues has been provided in Chapter 8 of the Foreign Trade Policy/Handbook of Procedures, 2015-2020, generally relating to :-

- i) Complaints received from foreign buyers in respect of poor quality of the procedures supplied by exporters from India;
- ii) Complaints received from foreign buyers in respect of quality of the products supplied; and
- iii) Complaint of complaints of unethical commercial dealings like not-supply/partial supply of goods after confirmation of order, supplying of goods other than the ones as agreed upon; non-payments and non-adherence to deliver schedule.

In order to resolve complaints or trade dispute relating to International Trade and with a view to build up reliable business environment in India, an online filing and tracking of trade complaints have been launched.

Procedure to file online complaints.

Detailed information about how the online portal operates is appended as under

- (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 documents in pdf format].
- (iii) Submit Online Application Form to the jurisdictional RA of DGFT/SEZ [This jurisdiction should be ascertained by the complainant, with respect to the Indian entity against whom the complaint is being made or with respect to the Indian complainant where the complaint is being filed against a foreign entity, as per Appendix 1 of Handbook of Procedure.

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 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://dqftebrc.nic.in:8090/TradeDispute> "
