

No.01/69/12/29/2018-O&M/314  
Government of India  
Department of Commerce  
Directorate General of Foreign Trade  
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UdyogBhawan, New Delhi  
Dated: 4<sup>th</sup> April, 2018

**O&M INSTRUCTION No.01/2018**

Subject- O& M instruction for timely disposal of receipts/cases-Regarding.

It has come to the notice of DG that receipts are not being processed timely and there is undue delay in submission of many receipts/ cases. Moreover, DGFT references to other Minister/ agencies are also not being followed up regularly. DG has desired that all receipts are to be processed by Dealing Assistant and FTDO expeditiously. Accordingly, following time period is being fixed for disposal of receipts/cases.

S.No.	Level of disposal of receipt	Time Period
1.	Receipt examined and submitted by DA/FTDO	Within 5 days after receiving the receipt. In case of urgent/ immediate receipts/ cases, it will be processed the same day or latest by next working day.  All receipts that are not required to be put up on file, FTDO will dispose the same on receipt itself. No receipt has to remain pending.
2.	Examined/ Approved by DDG	Within 2 days after receiving the case
3.	Review of pendency by JDG/ ADG	On every Monday or next working day if Monday falls on holiday.
4.	All cases should be examined and	generated through e-office

In cases where an information has been sought from another division or ministry, a reminder would be issued within 15 days. In case no response is received in prescribed time from the other Ministry/ division, the matter will be escalated to higher level. In no case, a receipt or case would be kept pending on the pretext that the information is awaited from a Ministry or division.

Contd...2/-

Pendency (for more than 15 days) of reply by DGFT officers to letters from other Ministries as well as references to other Ministries should be prepared and put up in SoM.

This has approval of DG.



(S. Kipgen)  
Dy. Director General of Foreign Trade  
EPBX No. 260

1. PPS(DG)/ADG(NKS)/ADG(KCR)/ADG(JVP)/ADG(SKS)/ADG(NPSM)/ADG(SBSR)/SA(PCM)
2. All JDGs and officers of the level of JDG
3. All DDGs/FTDOs and officers of the equivalent rank.
4. All Dealing Assistants

EDI section with the request to upload this order on the Directorate website immediately.