Please refer https://dgft.gov.in for latest FAQs & Help Documents

QCTD FAQs

Q1. What does QCTD stand for? What are the benefits of this module?

- QCTD stands for Quality Complaints and Trade Disputes. The objective of this module is to resolve complaints or trade dispute matters whenever they arise, in an amicable manner as soon as possible. Exporters need to project a good image of the country abroad to promote exports. Maintaining an enduring relationship with foreign buyers is of utmost importance. In an endeavour to resolve such complaints and to create confidence in the business environment of the country, this mechanism is being laid down to address such complaints and disputes.

Q2. What is meant by a complainant ?

- In this module the Indian or Foreign Importer/ Exporter filing the complaint will be referred as 'Complainant'

Q3. What is meant by a complainee?
- Foreign or Indian Importer/ Exporter against whom the complaint is made will be referred as 'Complainee'.

Q4. What are the prerequisites for applying for filing a complaint for Quality Complaints and Trade Disputes (QCTD)?

For filing a complaint for Quality Complaints and Trade Disputes (QCTD), following are required:
- User profile must be linked with an IEC for Indian Complainant.
- Valid PAN number of Indian importer/exporter
- Valid Mobile Number and Email ID.
- Other pre-requisites as mentioned in the Chapter 8 of Foreign Trade Policy and Hand book of Procedures may be referred

Q5. Where we can apply for QCTD or where we can get the link to apply for QCTD?

Please follow the below path to file complaint for QCTD:
- Services > Quality Complaints and Trade Disputes
- Click on Indian complainant or foreign complainant tile provided under "Services under Trade Dispute".

Q6. What is the application fee?

- There is no application fee required for filing a complaint under QCTD module.

Q7. If my IEC is in DEL/cancelled/suspended, am I eligible to file a complaint under QCTD module ?

- Complaint may be filed under QCTD module for old disputes even if IEC is in DEL/ cancelled/ suspended.

Q8. What is an application number? Where can I find it?

When an application is created and saved for the first time, an application number gets created. All draft applications have an application number. The same can be found by following the below path:
- My Dashboard > Draft applications

Q9. What is a file number? Where can I view my submitted applications/File number?

When an application is submitted, a file number is generated. The application is tracked via this file number.
Please follow the below path to get the file number for QCTD
- My Dashboard > Submitted Applications
- Enter Type of Scheme (Select in dropdown: Quality Complaints and Trade Disputes (QCTD) and Type of Sub Scheme (File Complaint)
- Click on Search
- .All details of submitted applications are available in the search results. These details also include their file number.

Q10. How can I request for withdrawal of my submitted application?

Please follow the below path to withdraw a submitted application:
- My Dashboard > Submitted Applications
  - Enter Type of Scheme (Select in dropdown: Quality Complaints and Trade Disputes (QCTD) and Type of Sub Scheme (File Complaint)
  - Click on Search
  - Click on Action (Under the Results) > Withdraw
  - Enter Withdraw remarks
  - Click on Withdrawal application button

Q11. Where can I check the status of my submitted application?

Please follow the below path to withdraw a submitted application
  - My Dashboard > Submitted Applications
  - Enter Type of Scheme (Select in dropdown: Quality Complaints and Trade Disputes (QCTD) and Type of Sub Scheme (File Complaint)
  - Click on Search
  - In the search results, please find the status of the submitted application under the column File Status

Q12. What to do if my application is marked as deficient?

If the File Status of your submitted application is marked as deficient, please follow the below steps to respond to the deficiency raised by the officer:
  - My Dashboard > Submitted Applications
  - Enter Type of Scheme (Select in dropdown: Quality Complaints and Trade Disputes (QCTD) and Type of Sub Scheme (File Complaint)
  - Click on Search
  - Click on Action (Under the Results) > Respond Deficiency
  - Click on View under the Deficiency view to view the deficiency letter issued by the officer.
  - To respond to deficiency, click on Respond under the Respond to Deficiency.
  - A pop-up shall appear asking you Do you want to amend application? , in case you have to add attachments only, please click on NO whereas, to make changes to your application, please click on YES
  - On submission of your response, the life cycle view of the application is updated for your reference and the file is submitted to the RA officer who issued the deficiency letter.

Q13. Where can I confirm the submission of my response to a deficiency against my submitted application?

- Post submission of your response to the deficiency, a pop-up appears confirming your submission. Also, the same gets updated in the life cycle view.

Q14. Can I create a copy of an existing application?

Please follow the below path to create a copy of an existing application for QCTD
- My Dashboard > Submitted Applications Enter Type of Scheme (Select in dropdown: Quality Complaints and Trade Disputes (QCTD) and Type of Sub Scheme (File Complaint)
- Click on Search
- Click on Action (Under the Results) > Make a Copy

Q15. Which all attachments/documents are mandatory for submission of the application?

- There are no mandatory documents required to file a complaint under QCTD module.

Q16.Where can I find provision for attaching a document while filing a complaint under QCTD module ?
- A provision of attachment is provided under Item Wise Details tab where user may upload upto 5 attachments of 5 MB size. Also, user may navigate to Concerned Offices tab and upload attachment by selecting the desired attachment type from the dropdown and entering remarks which are optional and clicking on upload attachment button. The details of the attachment will be visible in table provided.

Q17. On declaration page of an application form, I am unable to proceed further, or system is not allowing me to click on "Save and Next".

- Please tick the box for acceptance of declaration/undertaking and enter the place.

Q18 . Why registration is required on DGFT Website?

- Have your own user profile.
- Apply / Link IEC in case of Indian complainant– View IEC Dashboard under single window.
- Apply and track applications easily.
- Receive notifications over dashboard, email and mobile.

Q19. How to register on DGFT Website?

- Visit the DGFT website and proceed with registration process.
- Navigate to https://dgft.gov.in
- Click on Login > Register
- Enter basic details
- Enter the OTPs sent on your mobile and email
- Submit the details, Registration is Successful
- Temporary password sent on your email
- Login and change temporary password

Q20. In how much time the OTP Expires?

- One time password (OTP) is generated by computer and sent on mobile phone and e-mail to authenticate.
- OTP expires in 15 minutes.
- If OTP expires, click the Resend OTP button.

Q21 . How will I get to know that whether my complaint is filed successful or not?

- After Successful payment you will get the Acknowledgement stating the Successful Submission of application for IEC with File No.
- The Application Status can be tracked using 'Track Status' and Receipt could again be printed.

Q22. How I can take the print of my QCTD application ?

- Navigate to https://dgft.gov.in
- Enter User Name and password
- Click Services> Quality Complaints and Trade Disputes
- Click on Complaint Summary tab
- Verify Your details
- Click on Print Summary button
- PDF is displayed.

Q23.   New System or application is compatible with which Browsers?

- The new portal is compatible with the latest versions of Google Chrome / Mozilla Firefox / Microsoft Internet Explorer / Apple Safari.

Category of Dispute Tab

Q24. Can I make multiple selection in category of dispute tab ?

- Yes, you may make multiple selection by clicking on the checkbox against each category and entering remarks before clicking on save and next.

Q25. How will I ensure what all fields do I need to enter in Item wise details tab based upon my selection in category of dispute tab ?

- A tooltip is provided for entering mandatory fields in next screen Item wise details based upon the selection criterion.
- Also, a matrix is provided for reference is displayed as soon as the user clicks on save and next button having mandatory fields that needs to be entered in item wise details screen.

Q26. How many fields can I select in category of dispute tab ?

- There is no restriction on selecting the fields in category of dispute. You may do so by clicking on the checkbox.

Q27. Can I skip the entire Category of Dispute screen by not selecting any field and click on Save & Next button ?

- No, you have to choose atleast 1 field in Category of Dispute tab based upon which you will be redirected to Item wise details tab.

Item wise details tab

Q28. What all fields do I need to enter in Item wise details tab ?

- Based upon the selection made in category of dispute tab, a warning message is displayed mentioning the fields which are mandatory. These fields will also be marked with red asterix for reference.

Q29. Can I enter additional optional fields in Item wise details tab ?

- Yes, you may enter additional fields in Item wise details tab. There are no restrictions

Q30. Can I edit my application after submitting the same on Customer Portal ?

- The application once submitted cannot be edited.

Q31. Can I reopen my complaint if I am not satisfied with the resolution provided ?

- No, there is no provision or reopening the complaint.

Q32. Am I allowed to make changes in my application and how ?

- Yes, you may make changes in your application anytime before submission by navigating to the desired tab and modifying the details. Please click on Save and next button and changes will get saved.

Q33. How can I verify the changes that I saved are successfully reflecting in my application ?

- You may verify the same by clicking on complaint summary tab and updated details will be displayed.

Q34. What should I do if I am facing issues in linking my IEC ?

- Logon to DGFT website via link https://dgft.gov.in/
- Click on Application Help & FAQs under "Learn" menu tab.
- Check the documents uploaded under IEC Management Profile for reference.

Q35. What should I do if I want to modify my IEC ?

- Logon to DGFT website via link https://dgft.gov.in/
- Click on Application Help & FAQs under "Learn" menu tab.
- Check the documents uploaded under IEC Management Profile for reference.

Q36. Do I need to use the same mobile and email which is registered under IEC while filing a complaint for QCTD ?

- Yes, you need to to use the same mobile and email which is registered under IEC while filing a complaint for QCTD

User Registration Process for foreign importer/exporter

Q37. If I am a foreign importer/exporter, how can I register on portal?

Foreign importer/exporter are on-boarded on customer portal and may register by adopting the following path:
- Click on Register button > Register User as
- Select Foreign importer/exporter from dropdown option
- Enter First Name, Email ID, Country, State, City, Zip Code, Mobile Number and captcha as mandatory fields.
- Click on the checkbox for agreeing to the terms and condition.
- Click on Send OTP button.
- Enter the OTPs sent on your mobile and email

- Temporary password sent on your email
- Login and change temporary password

Q37. If I am a foreign importer/exporter, can I file a complaint against another foreign importer/exporter through this platform?

- No, complaints can only be filed by a foreign importer/exporter against another Indian importer/exporter and vice-versa.

Q38. Where we can apply for QCTD or where we can get the link to apply for QCTD if I am a foreign user?

Please follow the below path to file complaint for QCTD:
- Services > Quality Complaints and Trade Disputes
- Click on Foreign complainant tile provided under "Services under Trade Dispute".

Legacy records which are migrated in present system

Q39. How can I see my legacy records present in the present system?

When an application was submitted, a ref number was generated in legacy system. The same application is tracked via this ref number. Please follow the below path to get the file number for QCTD
- My Dashboard > Submitted Applications
- Enter Type of Scheme (Select in dropdown: Quality Complaints and Trade Disputes (QCTD) and Type of Sub Scheme (File Complaint)
- Click on Search
- .All details of submitted applications in legacy system are available in the search results. These details also include their file number.
- The same ref number is visible in columns Application Number and File Number.

Q40. Can I take a print of my application submitted in legacy system?

Please follow the below steps to take print out of your application submitted in legacy system :
- My Dashboard > Submitted Applications
- Enter Type of Scheme (Select in dropdown: Quality Complaints and Trade Disputes (QCTD) and Type of Sub Scheme (File Complaint)
- Click on Search
- All details of submitted applications in legacy system are available in the search results. These details also include their file number
- Click on Action (Under the Results) > Print

Q41. Am I allowed to modify my details of the application submitted in legacy system ?

- You cannot modify the details in your own application unless the BO Officer marks the file as deficient.

Q42. What to do if my application is marked as deficient for legacy cases?

If the File Status of your submitted application is marked as deficient by BO user for legacy cases, please follow the below steps to respond to the deficiency raised by the officer:
- My Dashboard > Submitted Applications
- Enter Type of Scheme (Select in dropdown: Quality Complaints and Trade Disputes (QCTD) and

Type of Sub Scheme (File Complaint)
- Click on Search
- Click on Action (Under the Results) > Respond Deficiency
- Click on View under the Deficiency view to view the deficiency letter issued by the officer.
- To respond to deficiency, click on Respond under the Respond to Deficiency.
- A pop-up shall appear asking you Do you want to amend application? , in case you have to add attachments only, please click on NO whereas, to make changes to your application, please click on YES
- On submission of your response, the life cycle view of the application is updated for your reference and the file is submitted to the RA officer who issued the deficiency letter.

Q43. Where can I confirm the submission of my response to a deficiency against my submitted application for legacy records?

- Post submission of your response to the deficiency, a pop-up appears confirming your submission. Also, the same gets updated in the life cycle view.

Q44. Am I allowed to update my IEC details for legacy records?

Yes, but the pre-requisite for this is the file should be marked as deficient by BO user. An Indian user may update the same in "Applicant details" and a Foreign user may update the same for Indian importer/exporter in "Details of Firm against which complaint is being made" by following way:

- My Dashboard > Submitted Applications
- Enter Type of Scheme (Select in dropdown: Quality Complaints and Trade Disputes (QCTD) and Type of Sub Scheme (File Complaint)
- Click on Search
- Click on Action (Under the Results) > Respond Deficiency
- Click on View under the Deficiency view to view the deficiency letter issued by the officer.
- To respond to deficiency, click on Respond under the Respond to Deficiency.
- A pop-up shall appear asking you Do you want to amend application? please click on YES
- Update the IEC details in Applicant details tab and the relevant IEC fields related fields will also get updated
- Click on Save and Next
- On submission of your response, the life cycle view of the application is updated for your reference and the file is submitted to the RA officer who issued the deficiency letter.

Q45. Do I need to update my details in other tabs as well for legacy records?

- Yes, in case if the details in Category of Dispute tab is blank. You may make desired selection by clicking on the checkbox against each category and entering remarks before clicking on save and next.
- Based upon the selection made in category of dispute tab, a warning message is displayed mentioning the fields which are mandatory in item wise details tab. These fields will also be marked with red asterix for reference.

Q46. How can I add attachment for legacy records and submit the same ?

For legacy records, please follow the below path:
- Click on Action (Under the Results)> Attach documents.
- Enter Remarks and there is a provision to attach 5 documents upto 5 MB.
- Click on Sign and Submit button.

Q47. Will I be able to see my old data for Category of Dispute tab since there are many additional fields in the new design ?

Yes, you may check your old data entered in Category of Dispute tab by following the below path :
- My Dashboard > Submitted Applications
- Enter Type of Scheme (Select in dropdown: Quality Complaints and Trade Disputes (QCTD) and Type of Sub Scheme (File Complaint)
- Click on Search
- Click on Action (Under the Results) > Print

Q 48. Can I withdraw my complaint which was submitted in legacy system ?

- No, you cannot withdraw your complaint submitted in legacy system.

Q49. Am I permissible to make a copy of the file submitted in legacy system ?

- No, make a copy functionality is not allowed for complaints filed in legacy system.

Q50. How can I view the attachments submitted to DGFT RA/IMA Office ?

Please follow the below path to view the attachments submitted to DGFT RA/IMA Office:
- My Dashboard > Submitted Applications
- Enter Type of Scheme (Select in dropdown: Quality Complaints and Trade Disputes (QCTD) and Type of Sub Scheme (File Complaint)
- Click on Search
- Click on Action (Under the Results) > View Submitted Attachments

Q 51. How can I see the resolution comments if the status of my file is Resolved ?

Please follow the below path to view Resolution comments:
- My Dashboard > Submitted Applications
- Enter Type of Scheme (Select in dropdown: Quality Complaints and Trade Disputes (QCTD) and Type of Sub Scheme (File Complaint)
- Click on Search
- Ensure that the status of the file is Resolved
- Click on Action (Under the Results) > View Resolution Comments

Q 52. How can I see the action history taken on my file ? OR
How can I see the life cycle of my file ? OR
How can I keep a record on the movement of my file ?

Please follow the below path to view Resolution comments:
- My Dashboard > Submitted Applications
- Enter Type of Scheme (Select in dropdown: Quality Complaints and Trade Disputes (QCTD) and Type of Sub Scheme (File Complaint)
- Click on Search
- Click on Action (Under the Results) > View Life Cycle
- Details like Action taken on file, Action Date and Action by are visible in tabular format

Q 53. Is there any restriction on count of Make a copy functionality while filing a complaint for QCTD ?

- No, you may make as many copies as you want by Make copy functionality while filing a complaint for QCTD.

Q54. Is there a provision to delete the draft application ?

Yes, you can delete a draft application. The same can be done by following the below path:
- Services > Quality Complaints and Trade Disputes
- Click on Indian complainant or foreign complainant tile provided under "Services under Trade Dispute"
- Select the radio button against the draft application you wish to delete.
- Click on Action (Under the Results) > Delete
- A pop up will appear "Are you sure, You want to delete this draft ?"
- Click on Ok and a successful message will appear that draft is deleted successfully.

Q55. Is there a provision to make a copy for draft application ?

Yes, you can make copy of draft application. The same can be done by following the below path:
- Services > Quality Complaints and Trade Disputes
- Click on Indian complainant or foreign complainant tile provided under "Services under Trade Dispute"
- Select the radio button against the draft application you wish to make a copy.
- Click on Action (Under the Results) > Make a copy.
- A pop up will appear "Are you sure, You want to clone this draft?"
- Click on Ok and a successful message will appear with application details.