

# **Directorate General of Foreign Trade**

## **User Help File**

**Enforcement Cum Adjudication (ECA) Module- Customer Portal** 

Version 2.0

August 2021

### **Table of Contents**

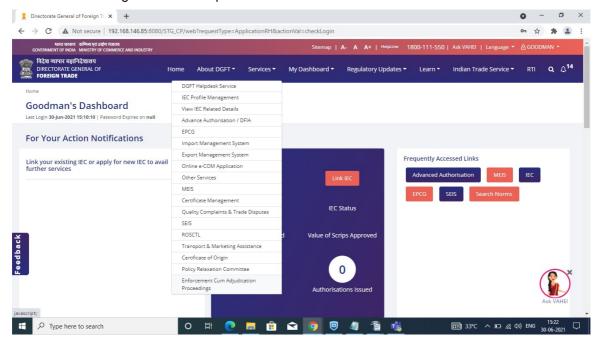
1.Introduction	<u></u> 3
2.User View Notices	
3.User Responds to Notice	
4.User Accepts Date	<u>9</u>
5.User Pays Penalty	12
6.User appeal for review	1 <u>5</u>
7.User Appeals to DG	19
8.User Files for an Appeal	
9.User Files for a Review	35

#### 1. Introduction

This module describes the various processes in respect of monitoring and tracking of cases whose export obligation period is over and Export Obligation Discharge Certificate (EODC) is not granted. DGFT officers consider such cases and notices are issued at regular intervals to importer/exporter to issue EODC from DGFT. Despite of multiple notices (e.g.: Caution notice, Demand notice etc.), if importer/exporter is unresponsive or have not issued EODC from DGFT, DGFT officer will place IEC in DEL and DEL order is issued denying any further issuance of authorisation to that exporter. In future course there may be actions like giving abeyance for certain period, issuing forfeiture orders and sending files to ECA (Enforcement Cum Adjudication authority) for recovery. Thus a monitoring activity related to export obligation is performed after issue of authorisation.

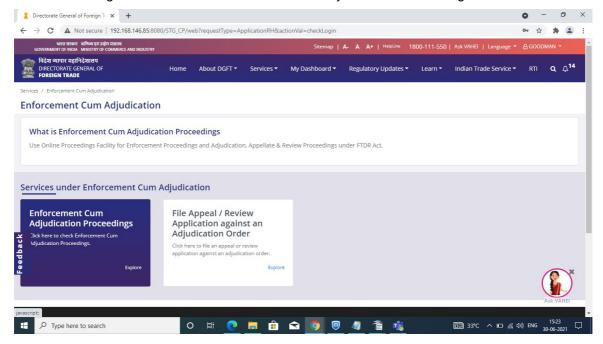
#### 2. User View Notices

1. User shall login in customer portal

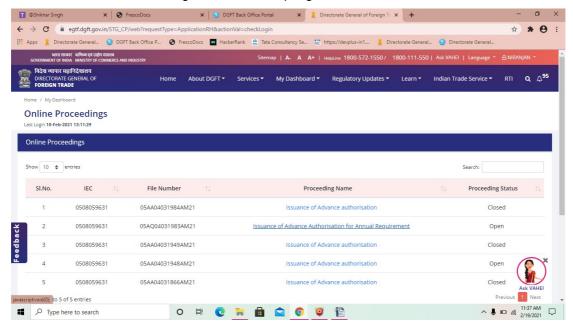


DGFT Public Page 3 of 48

2. User navigate to Services>Enforcement Cum Adjudication Proceedings



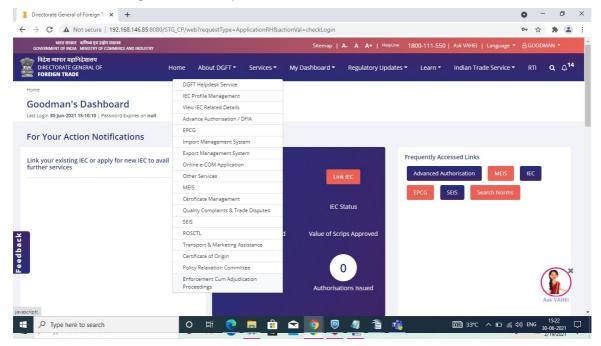
3. User clicks on Proceeding nam. For Example given below.



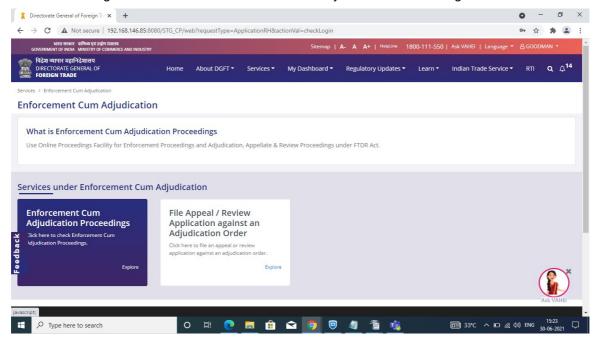
DGFT Public Page 4 of 48

### 3. User Responds to Notice

1. User shall login in customer portal

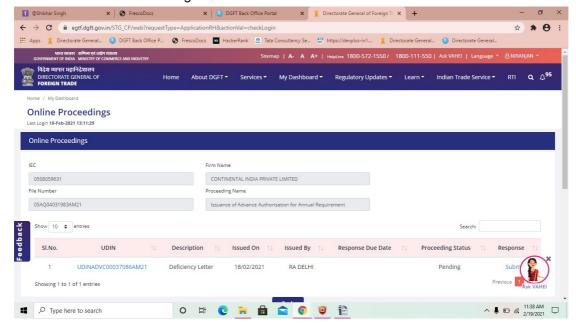


3. User navigate to Services>Enforcement Cum Adjudication Proceedings

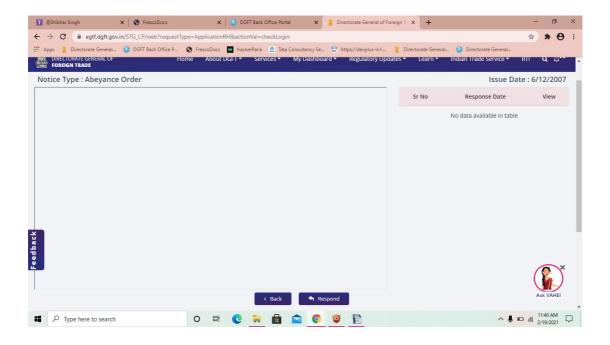


DGFT Public Page 5 of 48

- 3. User clicks on Proceeding nam. For Example given below.
- 4. User clicks on one of the given notices under that File number

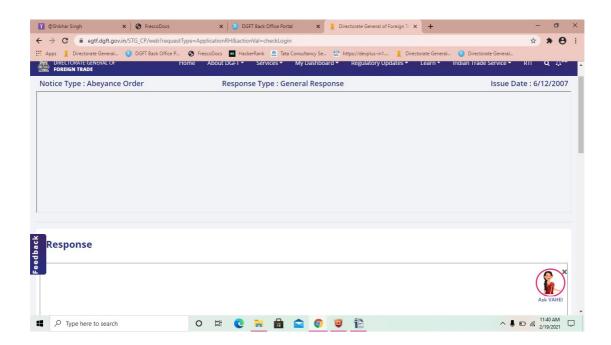


5. User clicks on Respond button to initiate respond.

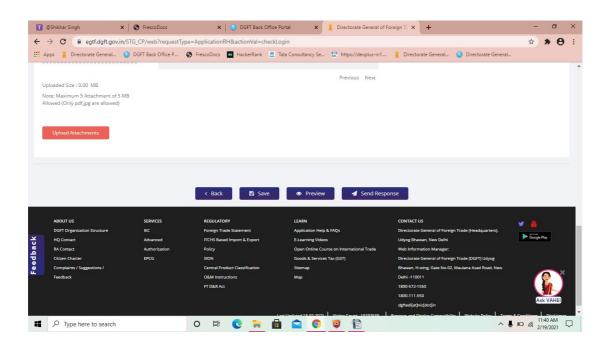


DGFT Public Page 6 of 48

6. User enters details of response he/she wants to send

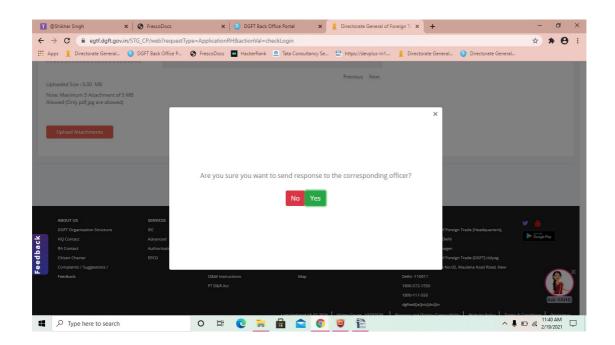


7. User clicks on Sign>Send response

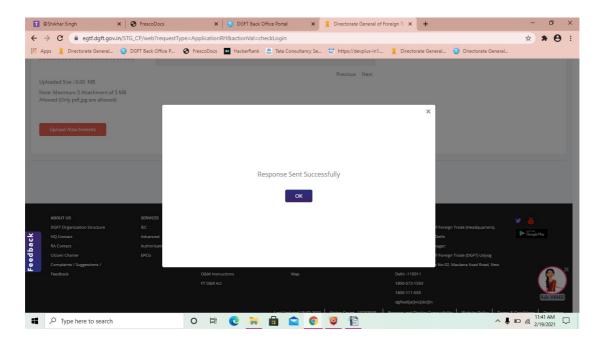


DGFT Public Page 7 of 48

8. System asks user to confirm Yes/No.



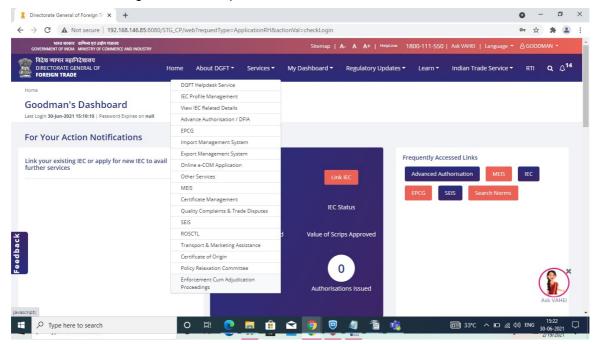
9. User Gets message as Response is send.



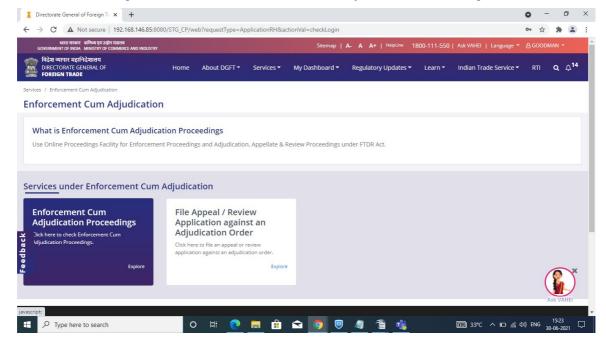
DGFT Public Page 8 of 48

### 4. User Accepts Date

1. User shall login in customer portal

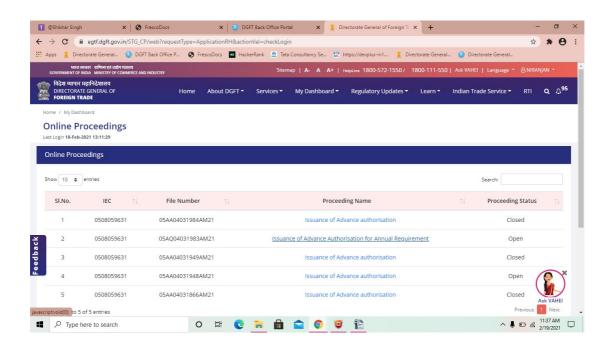


2. User navigate to Services>Enforcement Cum Adjudication Proceedings

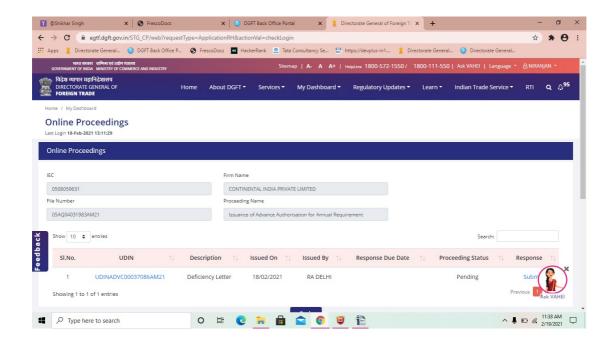


DGFT Public Page 9 of 48

3. User clicks on Proceeding nam. For Example given below.

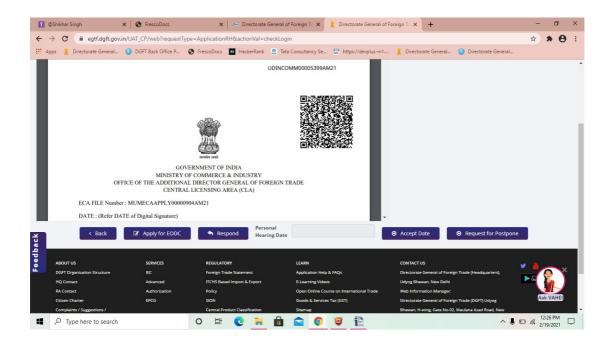


4. User clicks on one of the given notices under that File number

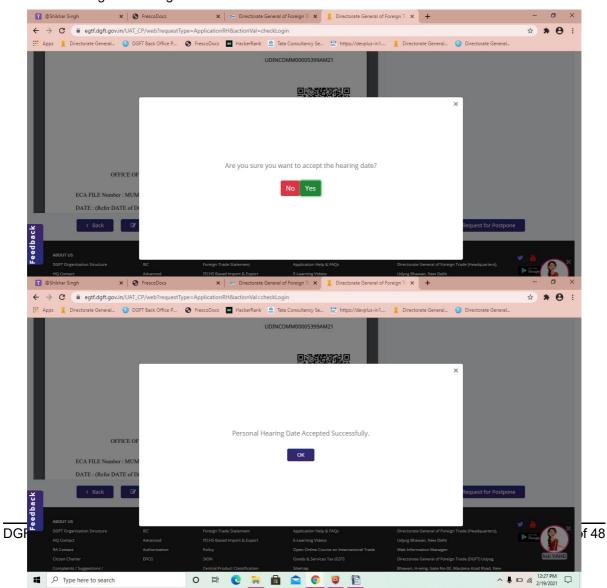


DGFT Public Page 10 of 48

#### 5. User accepts Date

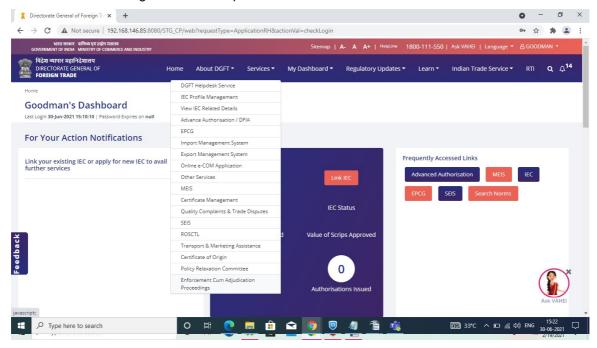


#### 6. User gets message Wheather to select Yes/No

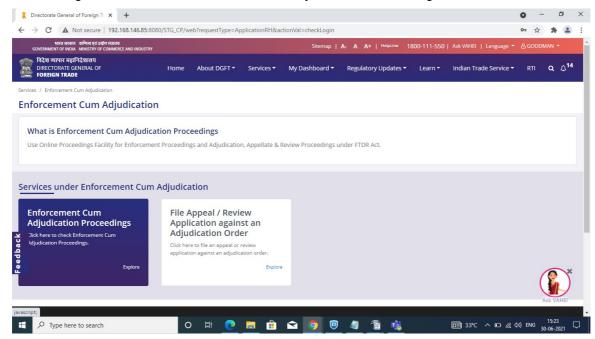


### 5. User Pays Penalty

1. User shall login in customer portal.

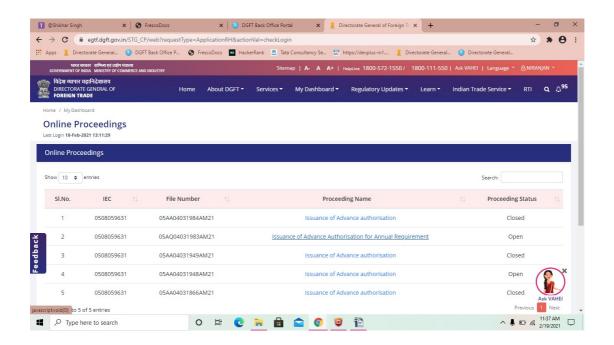


2. User navigate to Services>Enforcement Cum Adjudication Proceedings.

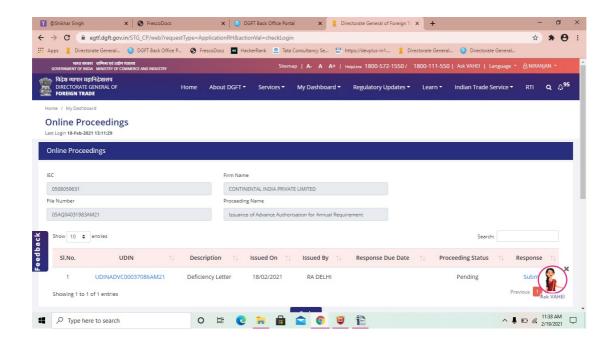


DGFT Public Page 12 of 48

3. User clicks on Proceeding nam. For Example given below.



4. User clicks on one of the given notices under that File number



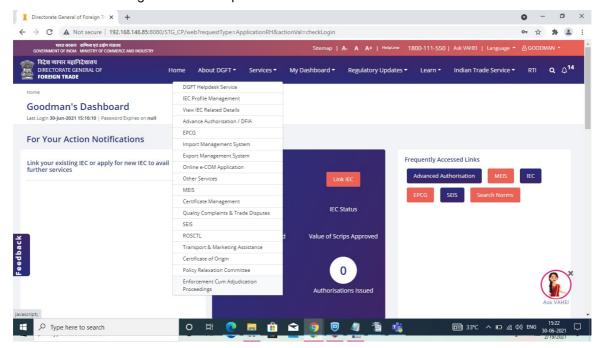
DGFT Public Page 13 of 48

#### 5. User selects to pay penalty



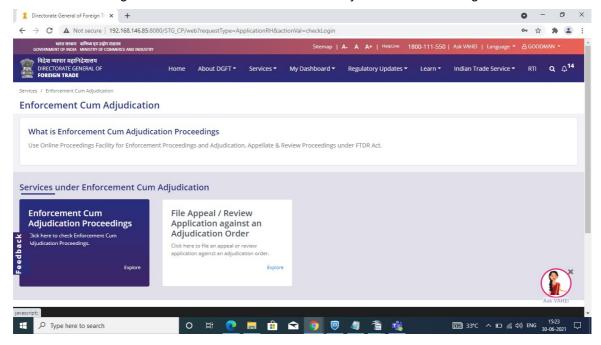
## 6. User appeal for review

#### 1. User shall login in customer portal

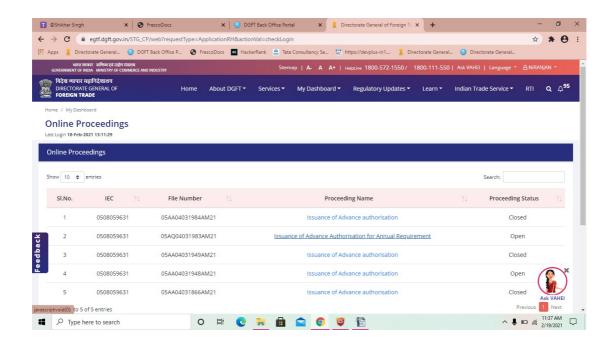


DGFT Public Page 14 of 48

2. User navigate to Services>Enforcement Cum Adjudication Proceedings

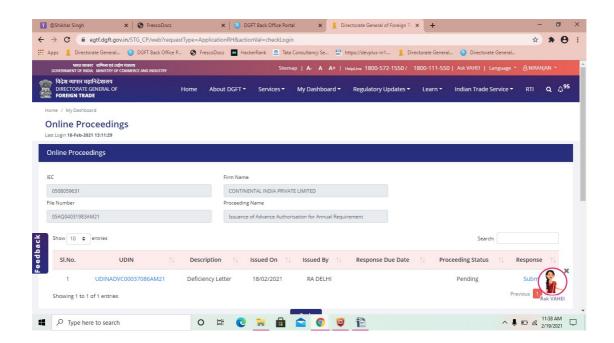


3. User clicks on Proceeding nam. For Example given below.

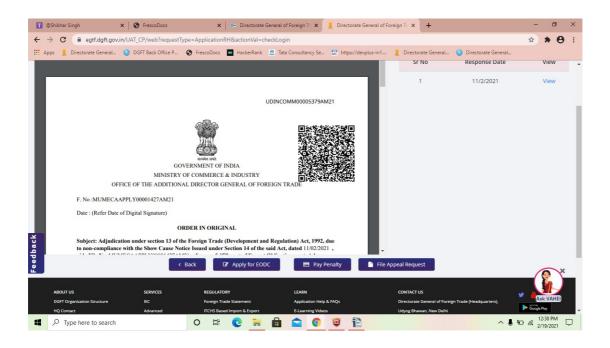


DGFT Public Page 15 of 48

4. User clicks on one of the given notices under that File number.

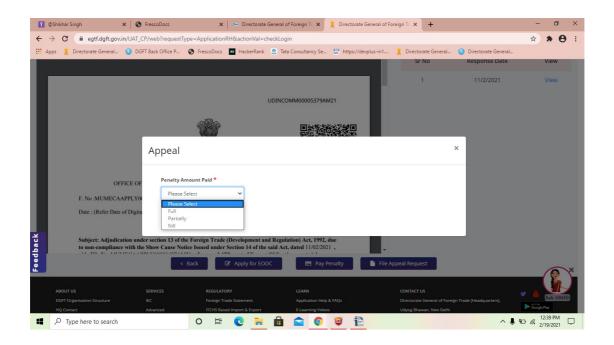


5. user clicks on file appeal review

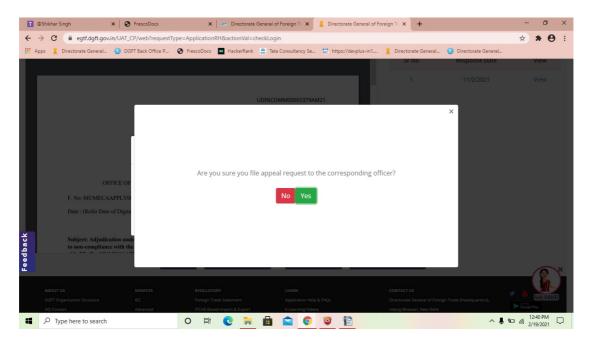


DGFT Public Page 16 of 48

#### 7. User clicks the amount paid



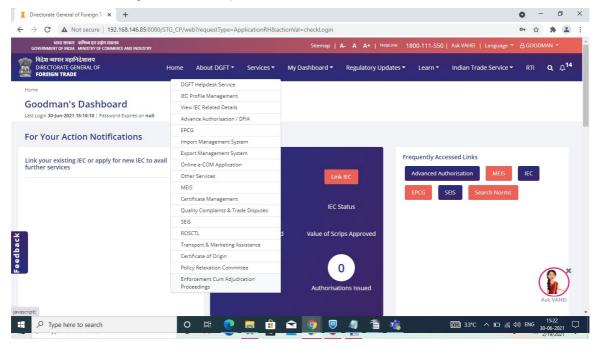
#### 8. System confirms user to select YES/NO



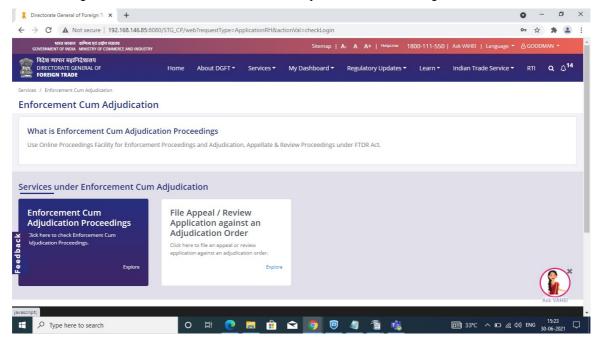
DGFT Public Page 17 of 48

### 7. User Appeals to DG

1. User shall login in customer portal

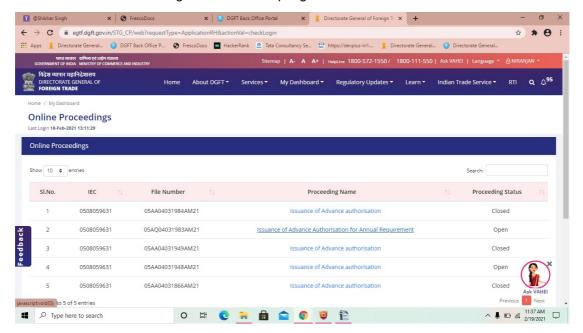


2. User navigate to Services>Enforcement Cum Adjudication Proceedings

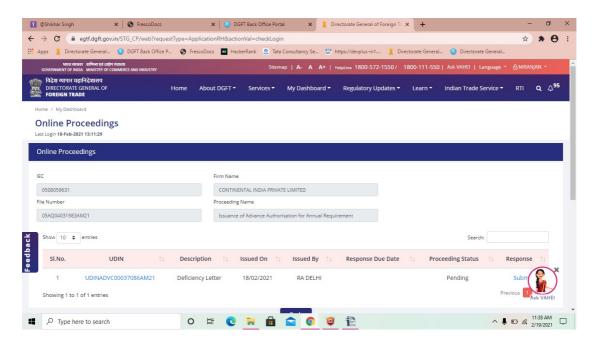


DGFT Public Page 18 of 48

3. User clicks on Proceeding nam. For Example given below.

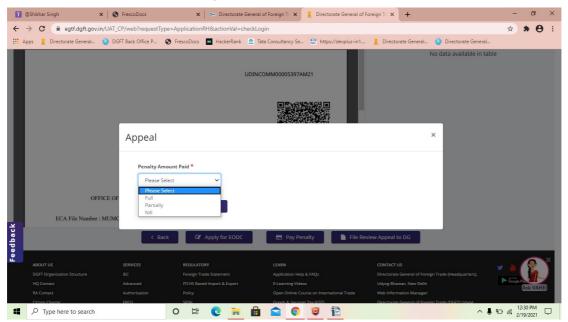


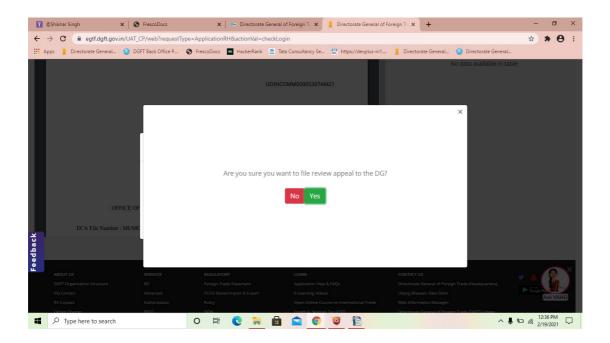
4. User clicks on one of the given notices under that File number



DGFT Public Page 19 of 48

- 5. User clicks on file review to DG
- 6. User selects how much amount paid

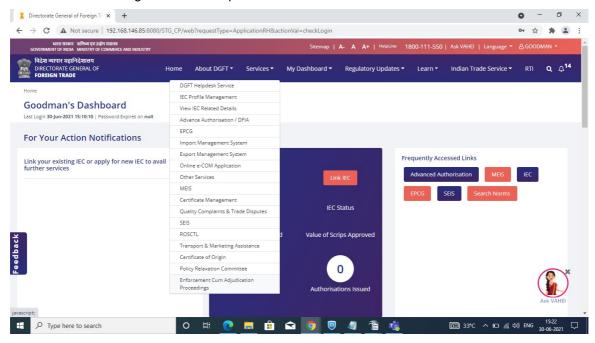




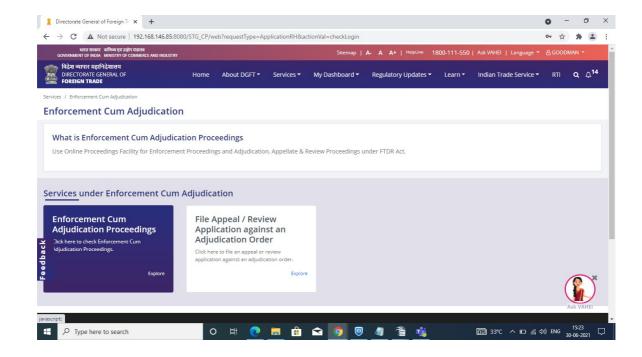
DGFT Public Page 20 of 48

### 8. User Files for an Appeal

1. User shall login in customer portal

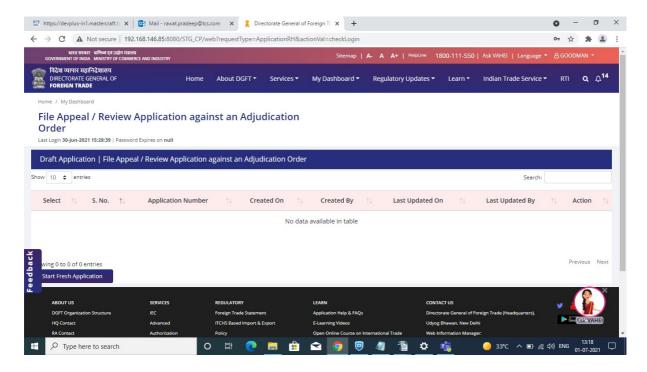


2. User navigate to Services>Enforcement Cum Adjudication Proceedings>File Appeal / Review Application against an Adjudication Order

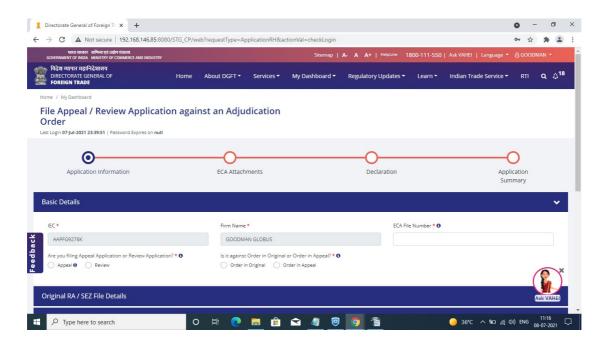


DGFT Public Page 21 of 48

3. Click on Start Fresh Application button.

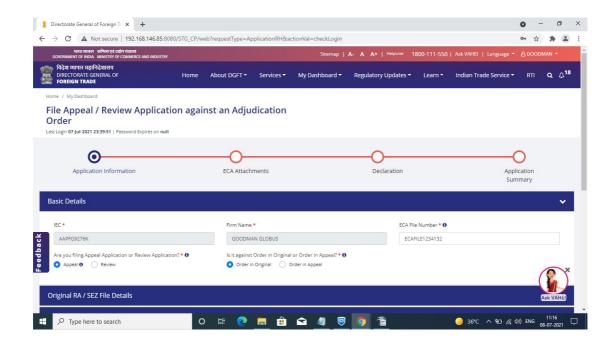


4. Fill your basic details .IEC and Firm name will be auto-populated. Provide ECA File number.

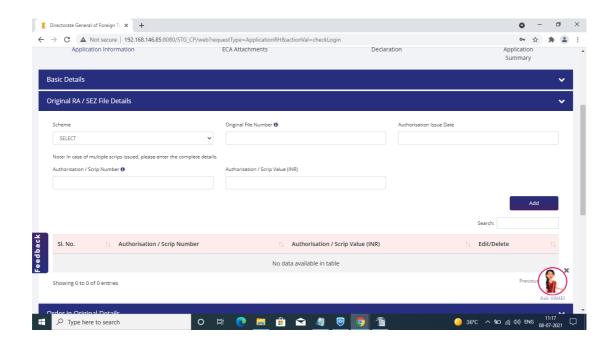


DGFT Public Page 22 of 48

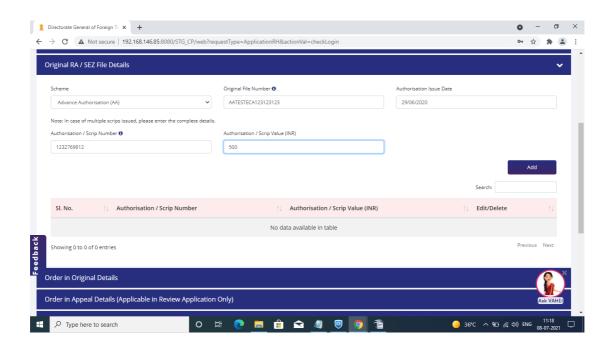
5. Select **Appeal** and **Order in Original** for appeal application.

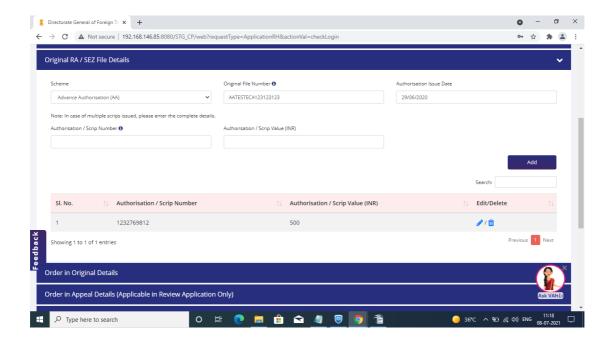


6. Fill **Orizinal RA/SEZ File Details** (This is not a mandatory tab to fill but if Scheme is selected the user needs to fill details related to Orizinal RA/SEZ File Details).



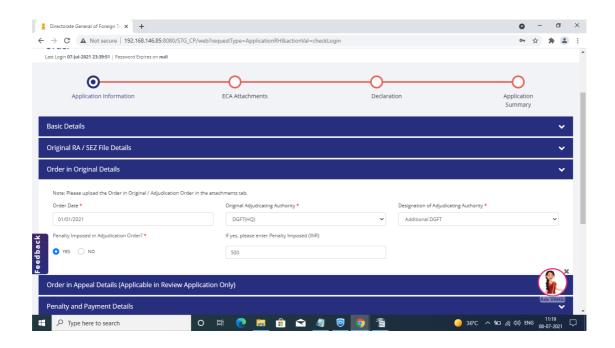
DGFT Public Page 23 of 48



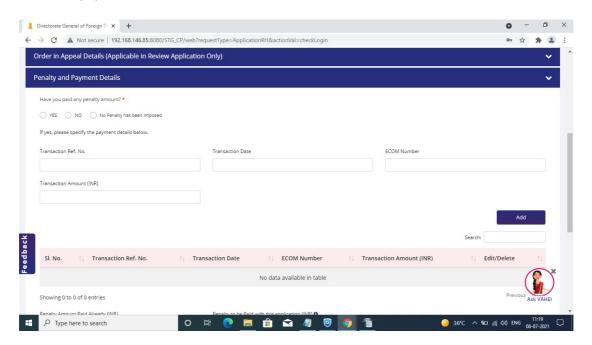


DGFT Public Page 24 of 48

5. Fill Order in Original Details. (Order in Appeal details are not to be filled in this case )

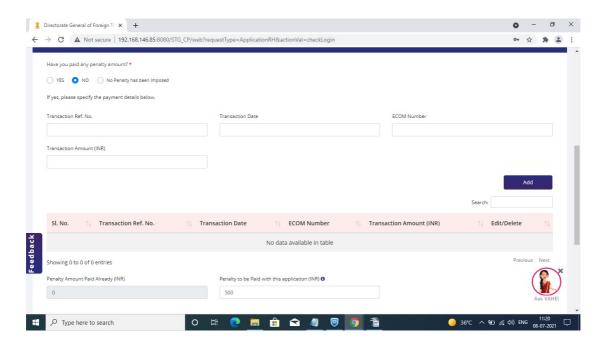


7. Fill the payment Details.

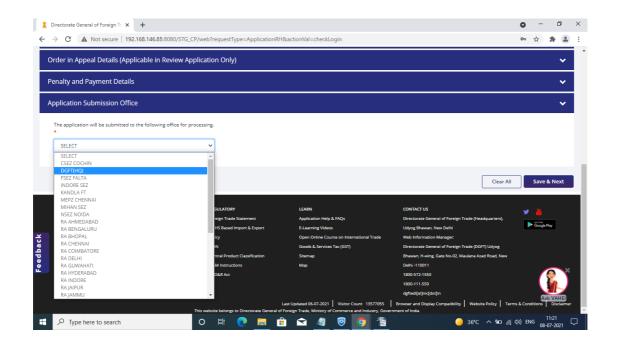


DGFT Public Page 25 of 48

8. Provide the Penalty that you want to pay with this application.

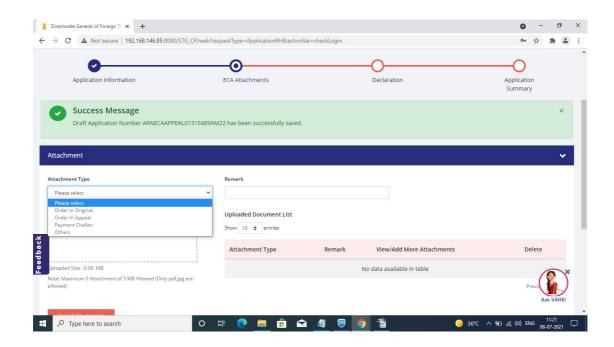


9. Select the **Application Submission Office** from the drop-down and Click on **Save & Next** Button.

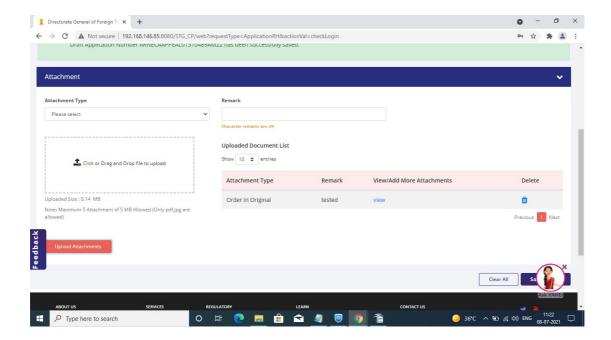


DGFT Public Page 26 of 48

10. User will be redirected to Attachment Screen.

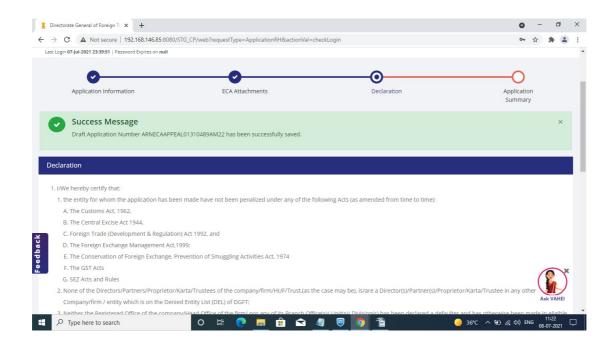


11. Select the attachment type from the dropdown then attach and upload the relevant documents. In this case **Order in Original** related documents are mandatory to attach .

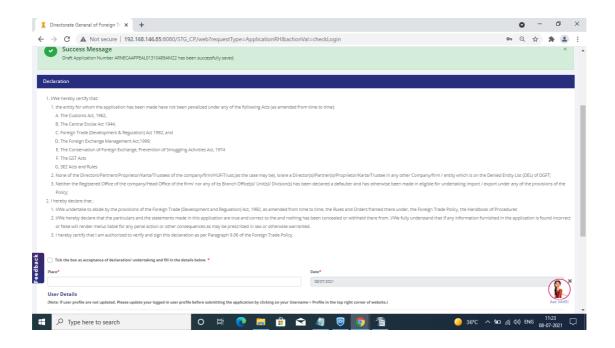


DGFT Public Page 27 of 48

12.User can also provide remark in the attachments and after uploading mandatory documents click on **Save and Next** button.

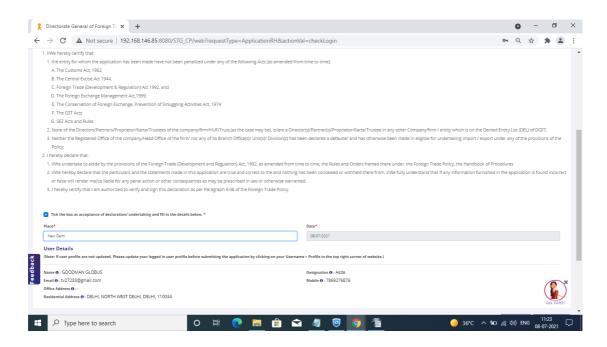


13. User will be redirected to **Declaration** page.In declaration page read all the declarations carefully

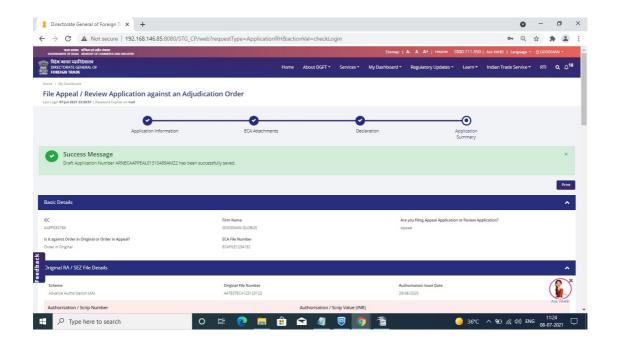


DGFT Public Page 28 of 48

14. Check the check box and provide the place details .(Date field will be auto-populated )

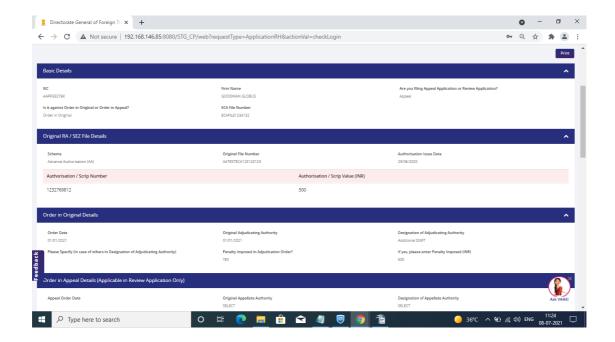


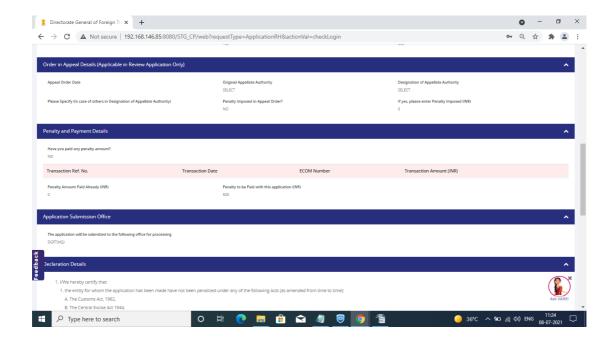
15. Click on **Save and Next** button in the declaration page. User will be redirected to **Application summary** screen.



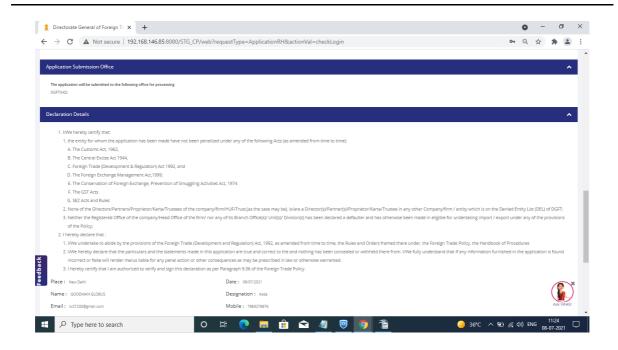
DGFT Public Page 29 of 48

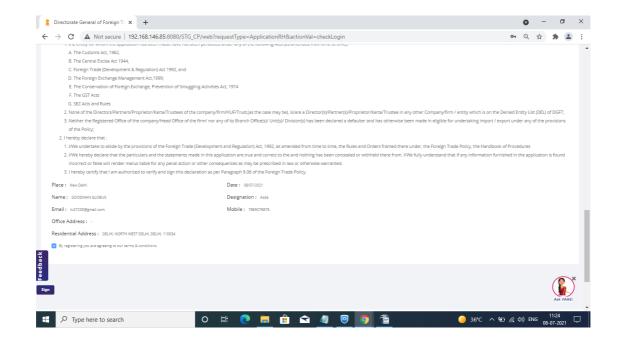
16. Check all the details filled in previous screens in the application summary. If required user can take Print of the application summary.





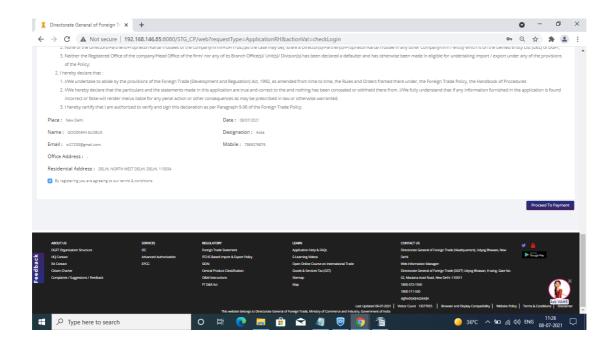
DGFT Public Page 30 of 48



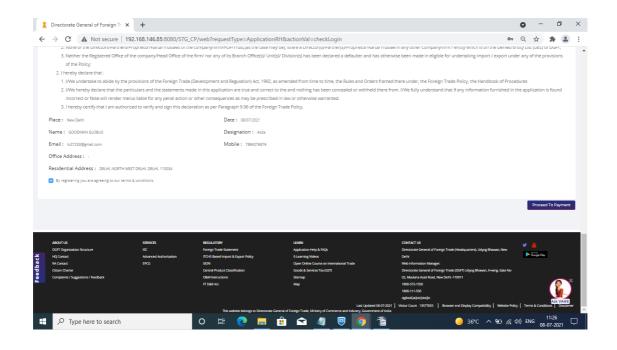


DGFT Public Page 31 of 48

17. Click on Sign button to digitally sign the application.

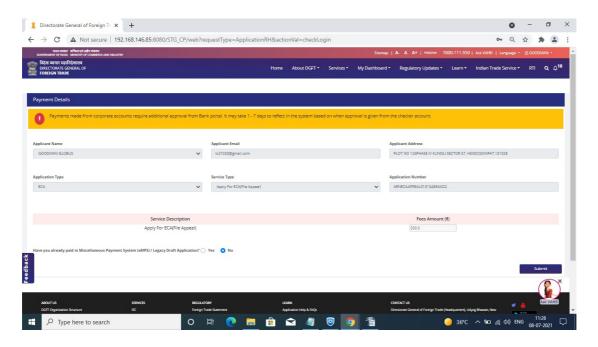


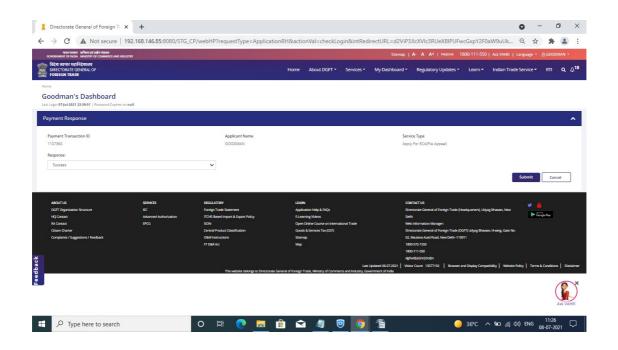
18. After Signing Click on **Proceed to Payment** button.



DGFT Public Page 32 of 48

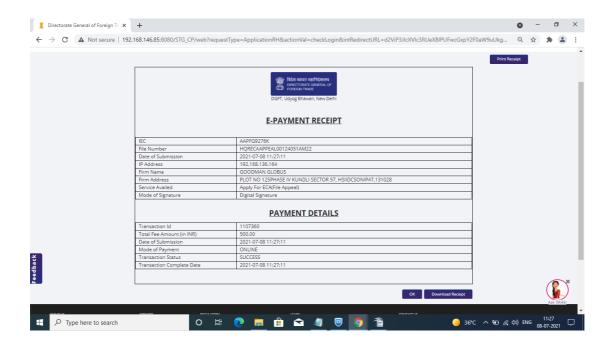
19. Click on **Submit** button in the payment screen.



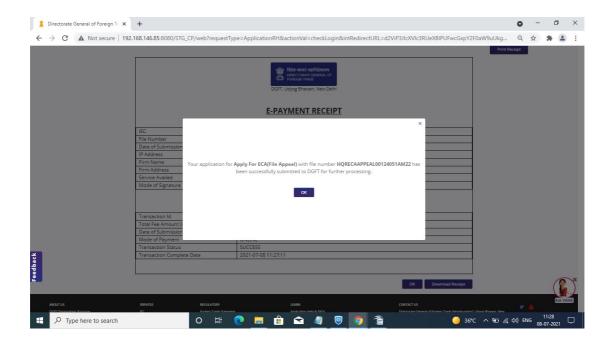


DGFT Public Page 33 of 48

20. After successful payment and **E-Payment receipt** is genrated .User can **Print or Download** the receipt from this screen.



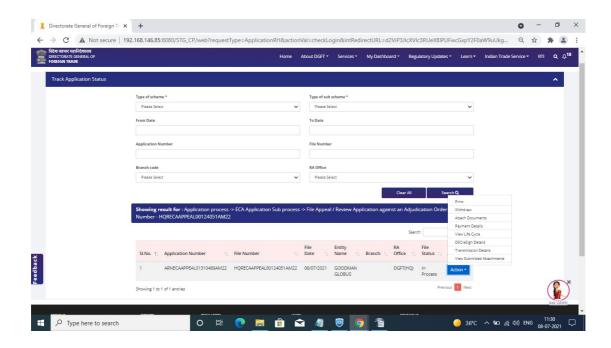
21. Click on **OK** button and a message popup will be displayed to the user .



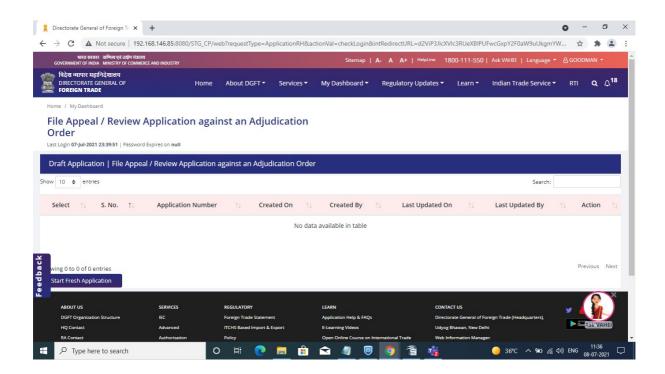
22.Click on **OK** button and user will be redireted to the track application screen.

DGFT Public Page 34 of 48

23. In track application user can check the application progress and also perform the specified actions like Application **Print,Withdrawl,Check Payment** details etc.

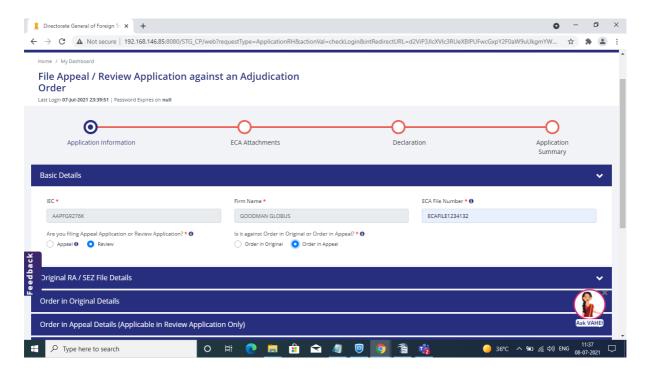


### 9. User Files for a Review

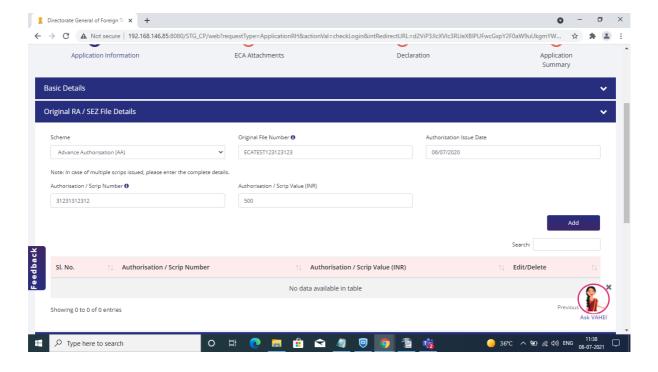


DGFT Public Page 35 of 48

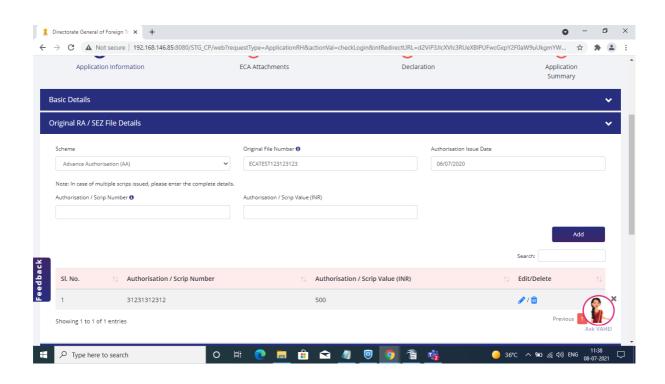
1. Click on **Start Fresh Application** button.



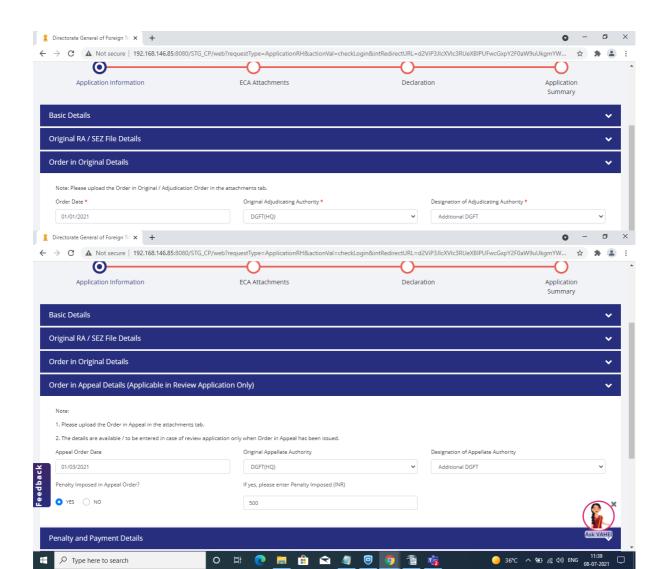
- 2. Fill your basic details .IEC and Firm name will be auto-populated. Provide ECA File number.
- 3. Select Review and Order in Appeal for review application.
- 4. Fill **Orizinal RA/SEZ File Details** (This is not a mandatory tab to fill but if Scheme is selected the user needs to fill details related to Orizinal RA/SEZ File Details).



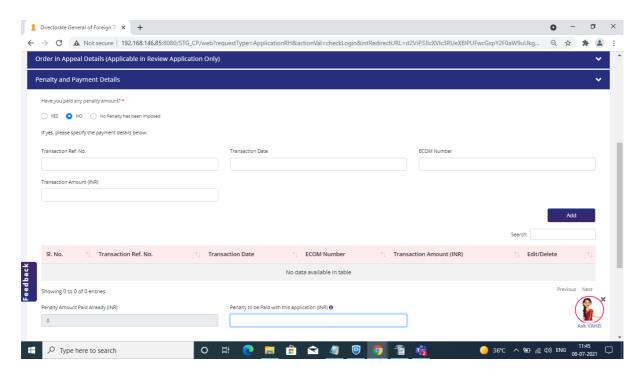
DGFT Public Page 36 of 48



## 5. Fill Order in Original Details.

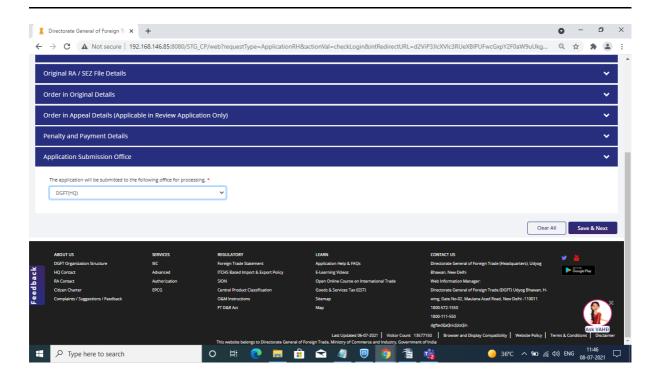


- 6. Fill **Order in Appeal** Details.
- 7 .Fill the payment Details.

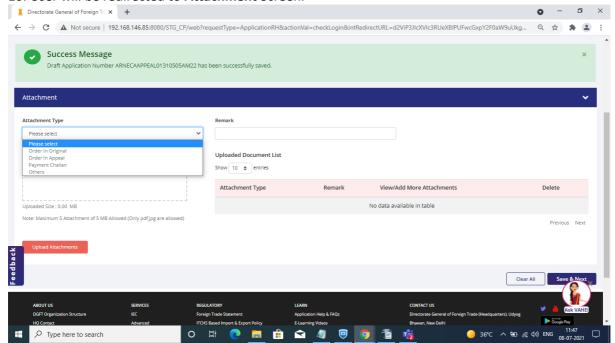


- 8. Provide the Penalty that you want to pay with this application.
- 9. Select the **Application Submission Office** from the drop-down and Click on **Save & Next** Button.

DGFT Public Page 38 of 48



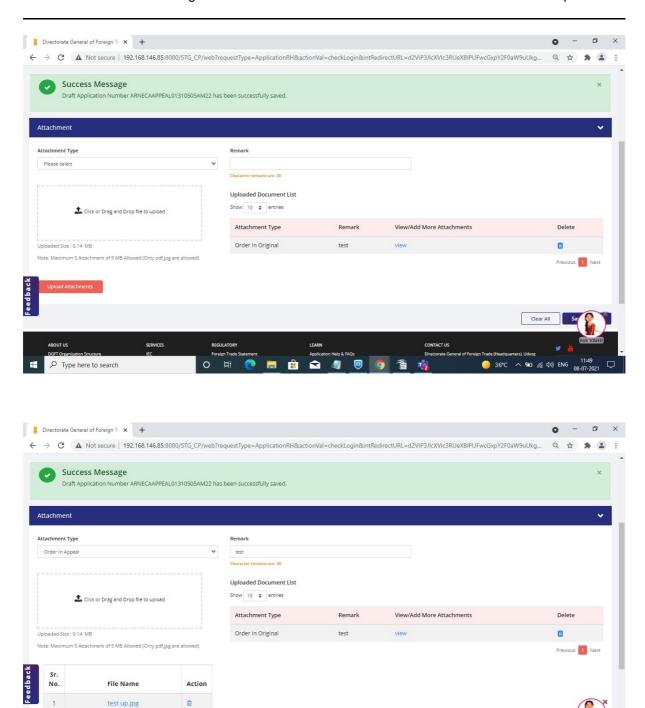
10. User will be redirected to **Attachment** Screen.



11. Select the attachment type from the dropdown then attach and upload the relevant documents.

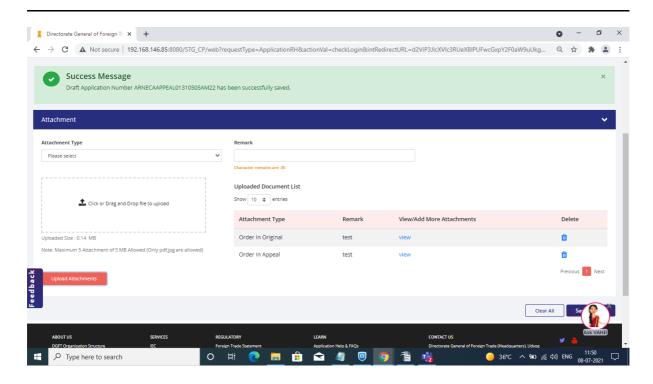
DGFT Public Page 39 of 48

Type here to search

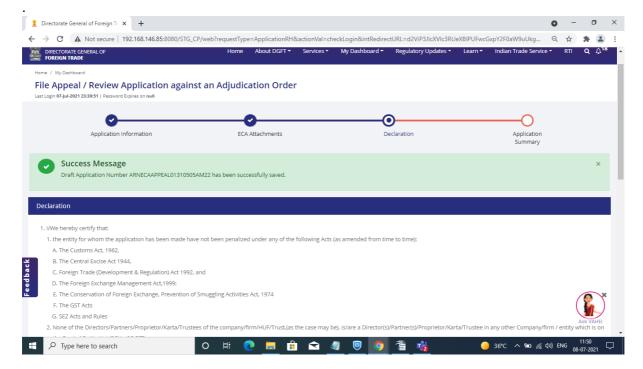


12. In the case this Review application **both Order in Oringial and Order in Review** are mandatory to attach.

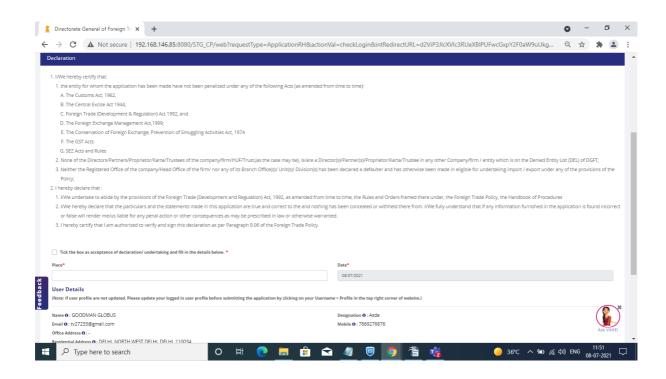
DGFT Public Page 40 of 48



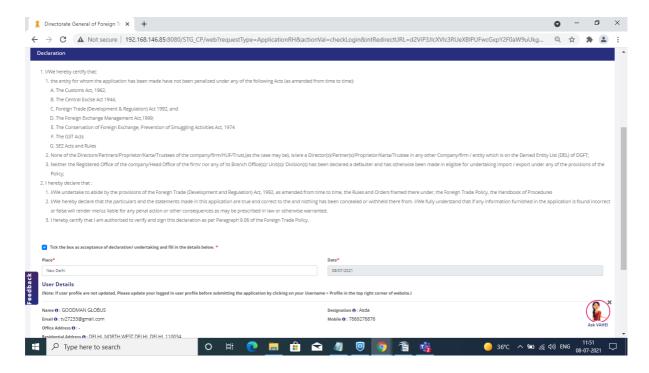
- 13. User can also provide remark in the attachments and after uploading mandatory documents click on **Save and Next** button.
- 14. User will be redirected to **Declaration** page. In declaration page read all the declarations carefully



DGFT Public Page 41 of 48

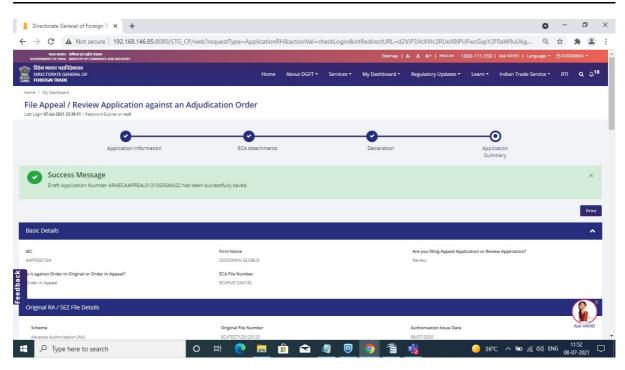


15. Check the check box and provide the place details .(Date field will be auto-populated )

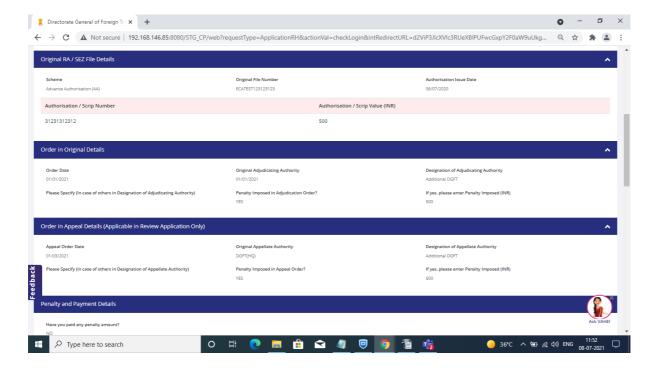


16. Click on **Save and Next** button in the declaration page. User will be redirected to **Application summary** screen.

DGFT Public Page 42 of 48



17. Check all the details filled in previous screens in the application summary.



DGFT Public Page 43 of 48

of the provisions of the Policy;

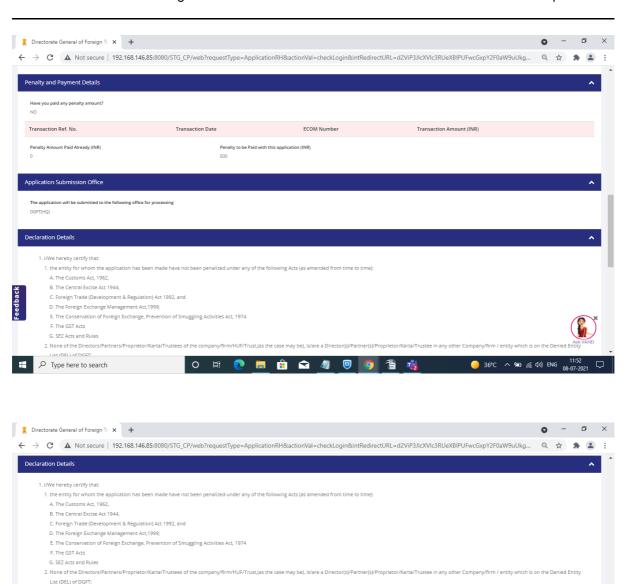
Residential Address: DELHI, NORTH WEST DELHI, DELHI, 110034

8 by registering you are agreeing to our terms & conditions.

7 Type here to search

Name: GOODMAN GLOBUS

Email: tv27233@gmail.com



3. Neither the Registered Office of the company/Head Office of the firm/ nor any of its Branch Office(s)/ Unit(s)/ Division(s) has been declared a defaulter and has otherwise been made in eligible for undertaking import / export under any

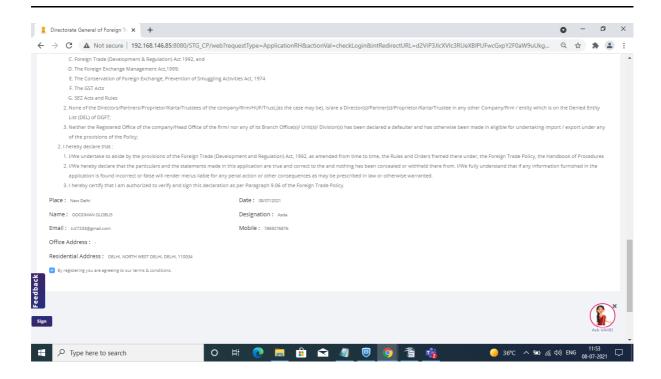
1. I/We undertake to abide by the provisions of the Foreign Trade (Development and Regulation) Act, 1992, as amended from time to time, the Rules and Orders framed there under, the Foreign Trade Policy, the Handbook of Procedures
2. I/We hereby declare that the particulars and the statements made in this application are true and correct to the and nothing has been concealed or withheld there from. I/We fully understand that if any information furnished in the

application is found incorrect or false will render me/us liable for any penal action or other consequences as may be prescribed in law or otherwise warranted.

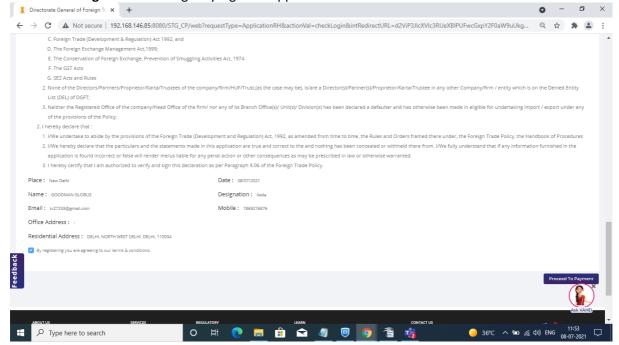
Designation: Asda

Mobile: 7869276876

DGFT Public Page 44 of 48

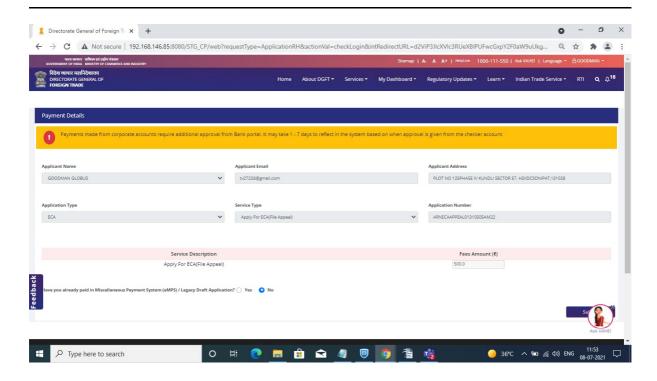


18. Click on Sign button to digitally sign the application.

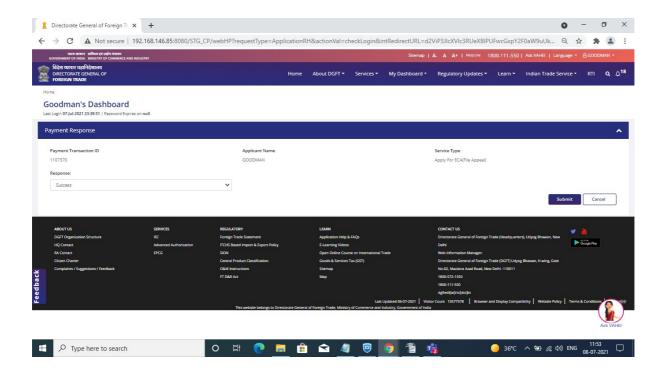


19. After Signing Click on Proceed to Payment button.

DGFT Public Page 45 of 48

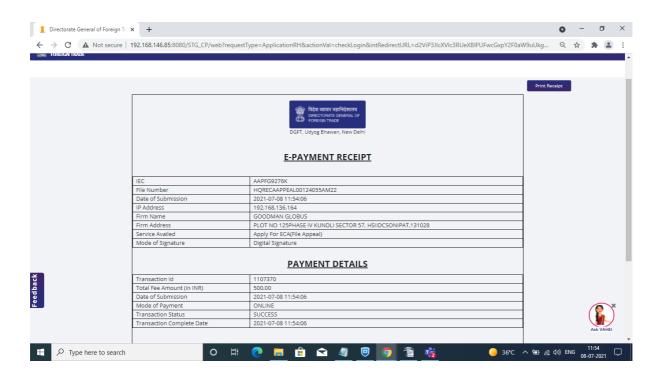


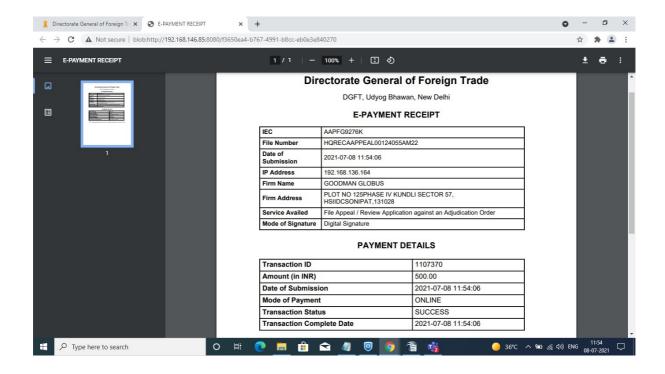
19. Click on **Submit** button in the payment screen.



DGFT Public Page 46 of 48

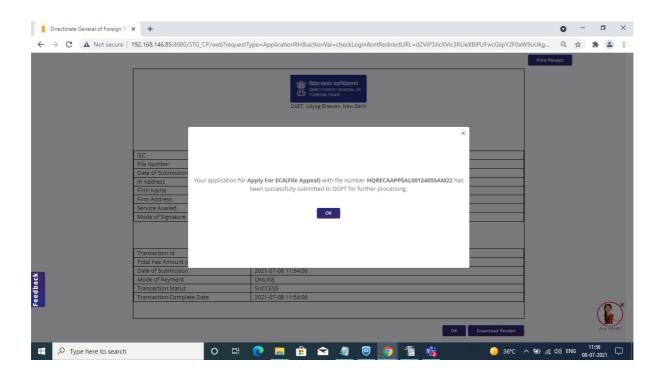
20. After successful payment and **E-Payment receipt** is genrated .User can **Print or Download** the receipt from this screen.



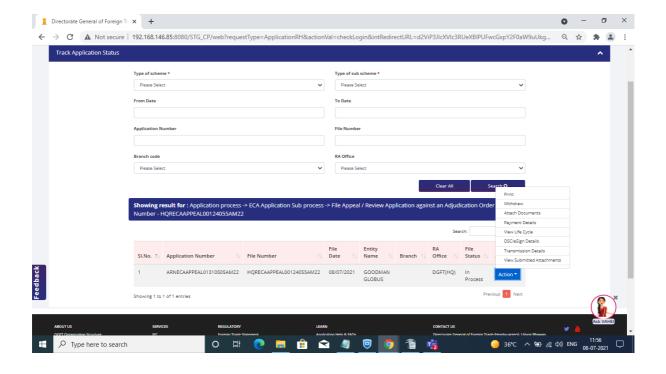


DGFT Public Page 47 of 48

21. Click on **OK** button and a message popup will be displayed to the user .



- 22. Click on **OK** button and user will be redireted to the track application screen.
- 23. In track application user can check the application progress and also perform the specified actions like Application **Print,Withdrawl,Check Payment** details etc.



DGFT Public Page 48 of 48