



विदेश व्यापार महानिदेशालय
DIRECTORATE GENERAL OF
FOREIGN TRADE

Directorate General of Foreign Trade

User Help File

**End User Certificate (Certificate Management)
Version 3.0**

October-2023

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1. Introduction and Accessing DGFT Portal

This document is the help file for End User Certificate in the new system. To access the new portal, navigate to <https://dgft.gov.in>

The new portal is compatible with the following browsers: Chrome 70 + / Firefox 70 + / IE 11 +

Users are advised to refer to the latest help file available under Learn > Application Manuals in the DGFT Portal.

2. Contact@DGFT

To raise a concern to DGFT the user may call the given Toll Free Helpline number given on the DGFT Portal or raise a request using the “**Contact@DGFT**” page.

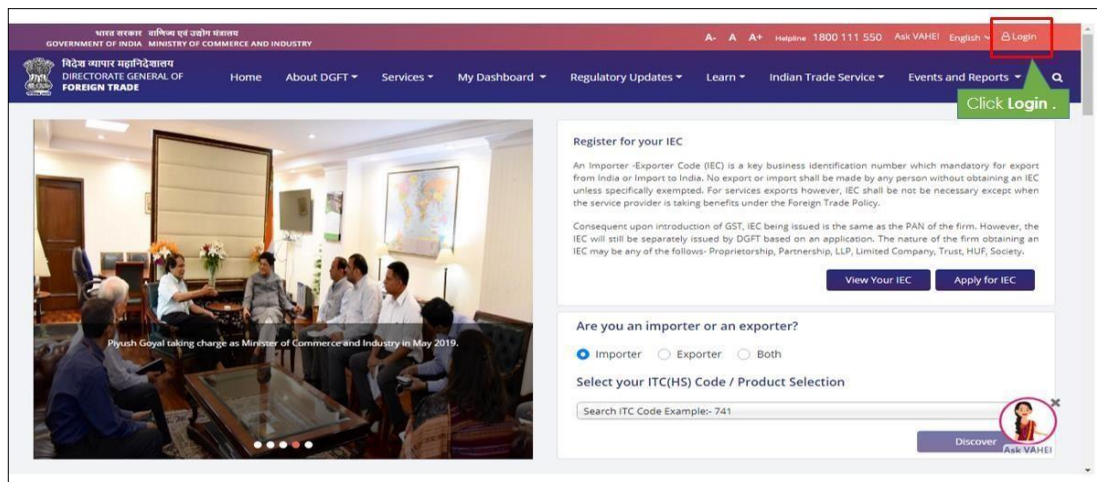
3. Registering on New Portal

To Register on Directorate General Foreign Trade (DGFT) portal you would require:

- a) Internet Connection
- b) Valid Email and Mobile Phone Number

Then proceed with the following steps.

1. Visit the DGFT website and proceed with registration process.



2. Enter the Registration Details.
 - Select Register User as “**Importer/Exporter**”

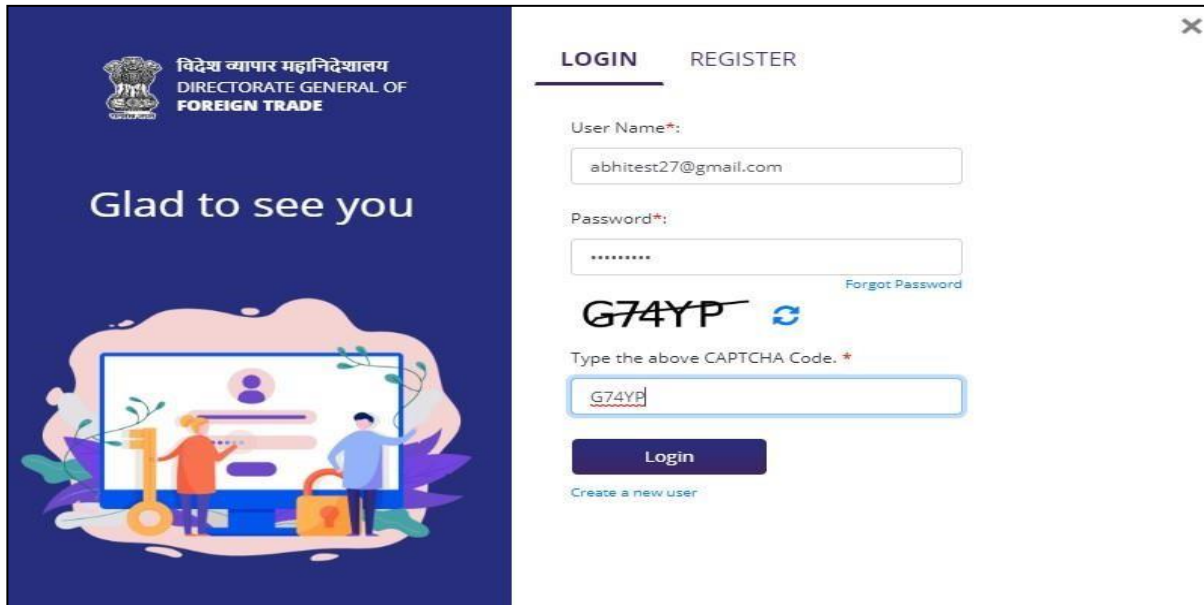
3. Enter the OTPs received on email and mobile number.

4. Upon Successful validation of the OTP, you shall receive a notification containing the temporary password which you need to change upon first login.

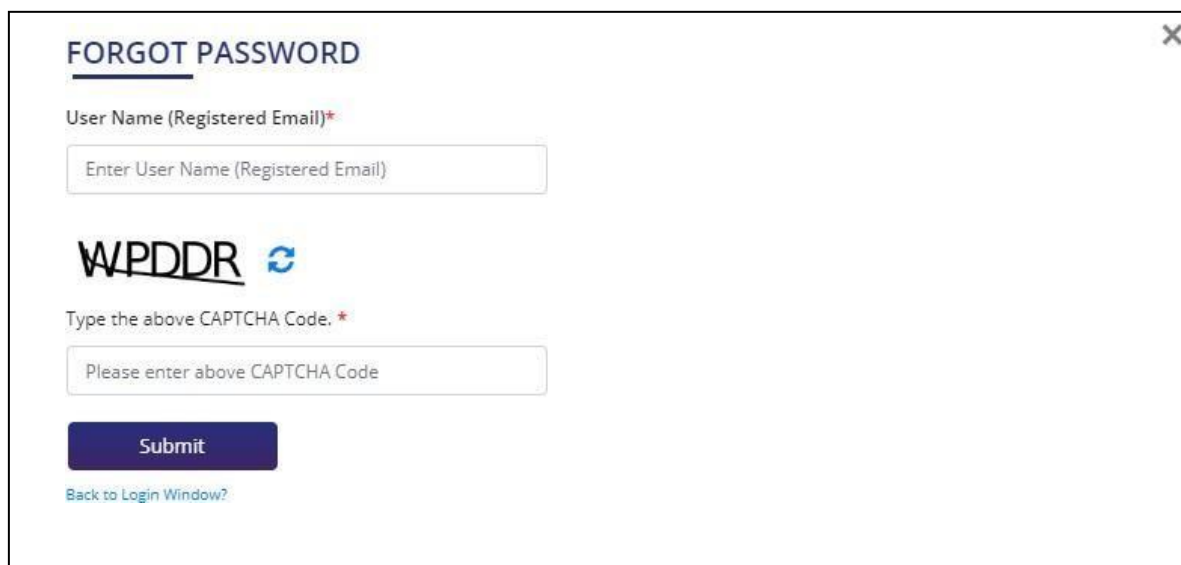
4. Forgot Password

If you have already registered and forgot the password, you may use the Forgot password feature to request for a temporary new password and then set again your password by following the below given steps.

1. Visit the DGFT website and click on Forgot Password hyperlink.



2. Enter registered email id in the username field.
3. Enter captcha code shown on the screen.
4. Click on the submit button.



5. Click OK to proceed with the forgot password or click cancel to go back to previous screen.



6. System will validate the email id provide by you and send the once time password on the registered email id and mobile if email address is registered with DGFT. Registered User will be linked to an IEC to proceed with End User Certificate application on Customer Portal

5. Apply for End User Certificate

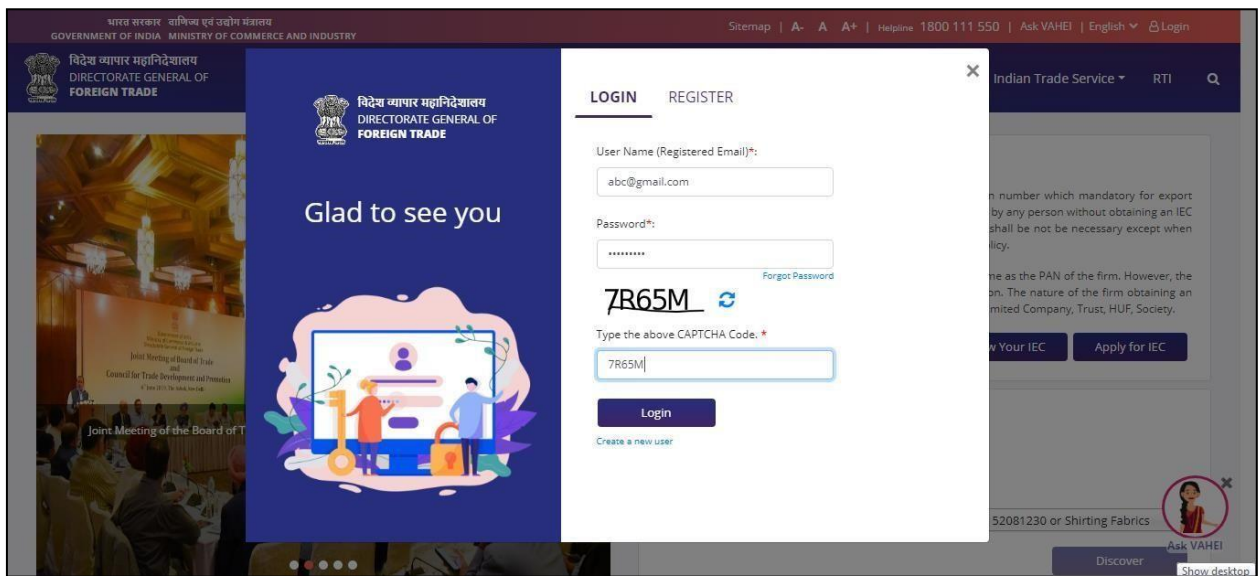
To Apply for End User certificate on the DGFT portal you would require:

Pre-requisites:

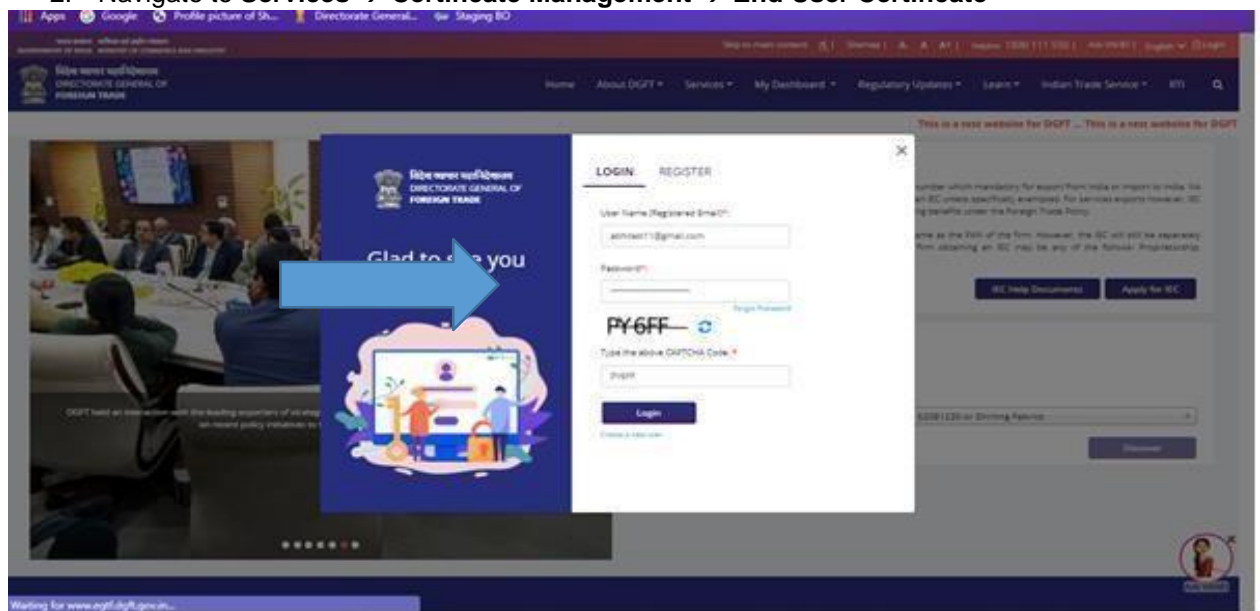
- a) Valid Login Credentials to DGFT Portal (After Registering on DGFT Portal).
- b) User should have an active Importer Exporter Code (IEC).
- c) Active Firm's Bank account for entering its details in the Application and to make online payment of the application fee

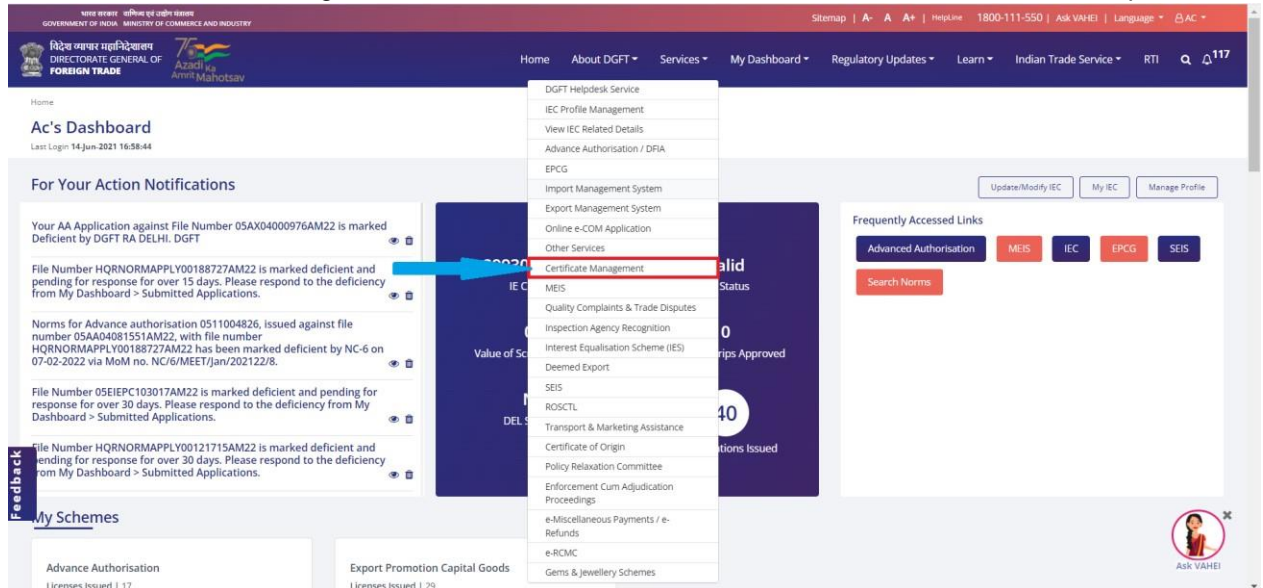
Then proceed with the following steps:

- 1. Visit the DGFT website and login in to the portal with valid credentials.

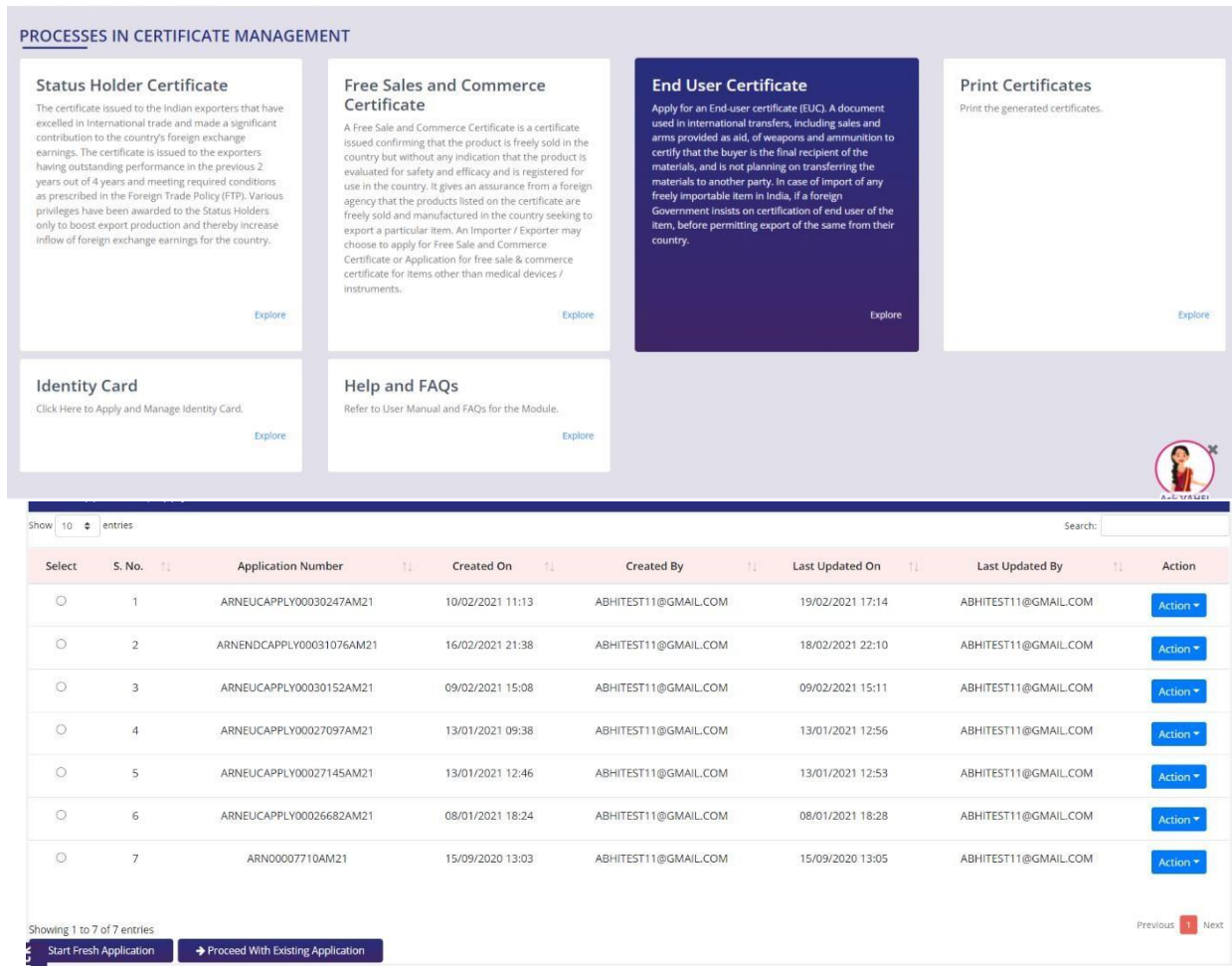


- 2. Navigate to **Services** → **Certificate Management** → **End User Certificate**





3. Click on **“Start Fresh Application”** button or click on **“Proceed with Existing Application”** Button in case user already saved a draft application.



4. Click on **“Start Fresh Application Button”**

The screenshot shows the 'Apply for End User Certificate' interface. At the top, a progress bar indicates the current step is 'Applicant Details', followed by 'Export Details', 'Purpose of Import', 'Attachments', 'Declaration', and 'Application Summary'. The 'Applicant Details' section includes fields for 'IEC Number', 'Name' (populated with 'A C BROTHERS'), 'Branch Code where the items to be imported are proposed to be used', and 'Address of the factory / premises where the items to be imported are proposed to be used'. A 'Declaration' section contains a radio button for 'I/We have updated my/our profile in ANF-1(My IEC profile)'. A 'Feedback' button is on the left, and 'Clear All' and 'Save & Next' buttons are on the right.

- a. User will be able to select Branch code. IEC Number of the firm and other mandatory details will be auto-populated as per IEC and will click on 'Save & Proceed'

The screenshot shows the 'Apply for End User Certificate' interface at the 'Foreign Supplier Details' step. The progress bar shows 'Applicant Details' as completed and 'Export Details' as the current step. A green 'Success Message' banner states: 'Your Application ARNENDCAPPLY00031382AM21 has been saved successfully'. The 'Foreign Supplier Details' section includes fields for 'Name', 'Designation', 'Address', 'Country', 'Phone Number', and 'Email'. A 'Feedback' button is on the left, and a 'Save & Proceed' button is at the bottom.

- 5. Next Tab is Export Details tab; Importer/Exporter will enter all mandatory fields on Page and will click on 'Save & Proceed' Button.

- a. User will enter the Foreign Supplier Details, Item details like ITC(HS) code, technical description, and quantity, CIF value in Rs and Import item type in both ribbons on Export Details page. After clicking on Save & Next, user will be re-directed to Purpose of Import page

Item of import for which end user certificate is required

ITC(HS) Code *
Select an Option

ITC(HS) Code Description

Technical Specification *

Quantity *

CIF Value (In Rs) *

Import item type *

Please Select

Show 10 entries

Sno	ITC(HS) Code	ITC(HS) Description	Technical Specification	Quantity	CIF Value (In Rs)	Import item type	Edit/Delete
1	61069010,Of silk	Of silk	silk	1000	10,000.00	Raw Material	

Showing 1 to 1 of 1 entries

Previous 1 Next

back Clear All Save & Next

- 6. On purpose of Import page, if Purpose of import is Manufacture from dropdown then details will be auto-populated from Industrial Registrations of IEC Profile.

Values are Research & Development and Other actual Users in dropdown apart from Manufacturer. Fields will be displayed according to value elected from dropdown in Purpose of Import given in below screenshots

Home / Services / Certificate Management

Apply for End User Certificate

Last Login 19-Feb-2021 14:22:29

Upload Offline Form Download Offline Utility Download IEC Profile Data

Applicant Details Export Details Purpose of Import Attachments Declaration Application Summary

Success Message
Your Application ARNENDCAPPLY00031382AM21 has been saved successfully

Import Certificate Details

Purpose of imports *

Please Select

Whether the Items of Import are under Restricted List of ITC (HS) * Yes No

Clear All Save & Next

Import Certificate Details

Purpose of imports *

Manufacture

License Details

MSME / Udyog Adhaar Number / SSI / DIC

Note : In case your registration number is not appearing in the dropdown, please update your IEC Profile

440/SIA/IMO/2012 - IEM

End Product as given in registration certificate

TYRES AND TUBES

Actual items of manufacture

Whether the Items of import are under Restricted List of ITC (HS) * Yes No

Import Certificate Details

Purpose of imports *
 Research & Development

License Details
 Registration details with Department of Science & technology
 Note : In case your registration number is not appearing in the dropdown, please update your IEC Profile
 440/SIA/IMO/2012 - IEM

Specific project for which items required

Validity of Registration

« April 2021 »

Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24

Whether the items of import are under Restricted List of ITC (HS) * Yes No

Clear All

Import Certificate Details

Purpose of imports *
 Other Actual Users

License Details
 Registration Certificate details
 Note : In case your registration number is not appearing in the dropdown, please update your IEC Profile
 440/SIA/IMO/2012 - IEM

Permission details of local/municipal body

Whether the items of import are under Restricted List of ITC (HS) * Yes No

Clear All Save & Next

Success Message
 Your Application ARNENDCAPPLY01416090AM21 has been saved successfully

Attachment

Attachment Type: Please select
 Remark:

Self-certified copy of letter from foreign supplier in support of request for end user Certificate.
 Requisite certificate from a Chartered Engineer certifying that goods proposed to be imported are required by the manufacturing unit for its own use
 Others

Click or Drag and Drop file to upload

Uploaded Size : 0.00 MB
 Note: Maximum 5 Attachment of 5 MB Allowed (Only pdf,jpg are allowed)

Attachment Type	Remark	View/Add More Attachments	Delete
No data available in table			

Upload Attachments

Clear All Save & Next

- Under declaration, accept the terms, condition by clicking on check, and click on Sign button sign the application using digital token.

8. After declaration, user will be re-directed to Application Summary page with all details filled in form.

Apply for End User Certificate

Last Login 14-Jun-2021 16:58:44

9. Confirm and proceed to make the payment against application.

vi. To obtain permission in writing from the Certificate Issuing Authority prior to any change in end-user which shall be preceded by the new end-user notifying the Certificate Issuing Authority that he/she agrees to the conditions contained in this document

vii. The items being imported will/will not be integrated into Indian end-products to be exported.

9. I hereby certify that I am authorized to verify and sign this declaration as per Paragraph 9.06 of the Foreign Trade Policy.

You have ticked the box as acceptance of declaration/ undertaking details.

Place : UTTAR PRADESH Date : 04/05/2022

Name : AC Bros Designation : Partner

Email : Mobile :


Office Address :

Residential Address :

[Payment For End User Certificate](#)

Kindly pay Rs.200 to proceed further.

Payment Details

 Payments made from corporate accounts require additional approval from Bank portal. It may take 1 - 7 days to reflect in the system based on when approval is given from the checker account.

Applicant Name	Applicant Email	Applicant Address
<input type="text"/>	<input type="text"/>	<input type="text"/>
Application Type	Service Type	Application Number
Certificate Management	End User Certificate	ARNENDCAPPLY00167603AM23


Service Description	Fees Amount (₹)
End User Certificate	200

Have you already paid in Legacy Miscellaneous Payment System (eMPS) / Legacy Draft Application?

Yes No

[Submit](#)

10. After Successful Payment the Page shall be redirected to the DGFT Website and the receipt shall be displayed, the user can also download the receipt.



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DIRECTORATE GENERAL OF
FOREIGN TRADE

DGFT, Udyog Bhawan, New Delhi

E-PAYMENT RECEIPT

IEC	[REDACTED]
File Number	[REDACTED]
Date of Submission	2022-05-04 05:06:51
IP Address	0:0:0:0:0:0:1
Firm Name	[REDACTED]
Firm Address	[REDACTED]
Service Availed	End User Certificate
Mode of Signature	e Mudra

PAYMENT DETAILS

Transaction Id	2190756
Total Fee Amount (in INR)	200.00
Date of Submission	2022-05-04 05:06:51
Mode of Payment	ONLINE
Transaction Status	SUCCESS
Transaction Complete Date	2022-05-04 05:06:51

11. The user shall receive the End User Certificate submission with File number in the email/SMS on submission and if User clicks on OK button on E-payment receipt, User will be redirected to Submitted applications via My Dashboard

6. My Dashboard (Submitted Applications)

1. User can check status of Submitted applications, check details of payment details, view lifecycle and approved certificates via My Dashboard → Submitted Applications.

SW

Type of scheme * Type of sub scheme *

Please Select Please Select

From Date To Date

Application Number File Number

Branch code RA Office

Please Select Please Select

Clear All Search Q

Showing result for : Application process -> Certificate Management Application Sub process -> Apply for End User Certificate File Number - DLIENDCAPPLY00038368AM21

Search:

Sl.No. ↑↓	Application Number ↑↓	File Number ↑↓	File Date ↑↓	Entity Name ↑↓	Branch ↑↓	RA Office ↑↓	File Status ↑↓	Action ↑↓
1	ARNENDCAPPLY01416090AM21	DLIENDCAPPLY00038368AM21	09/03/2021	CONTINENTAL INDIA PRIVATE LIMITED	000 ⓘ	RA DELHI	In Process	Action ▾

Type of scheme * Type of sub scheme *

Please Select Please Select

From Date To Date

Application Number File Number

Branch code RA Office

Please Select Please Select

Clear All Search Q

Showing result for : Application process -> Certificate Management Application Sub process -> Apply for End User Certificate File Number - DLIENDCAPPLY00038368AM21

Search:

Sl.No. ↑↓	Application Number ↑↓	File Number ↑↓	File Date ↑↓	Entity Name ↑↓	Branch ↑↓	RA Office ↑↓	File Status ↑↓	Action ↑↓
1	ARNENDCAPPLY01416090AM21	DLIENDCAPPLY00038368AM21	09/03/2021	CONTINENTAL INDIA PRIVATE LIMITED	000 ⓘ	RA DELHI	In Process	Action ▾

- Print
- Withdraw
- Attach Documents
- Payment Details
- View Life Cycle
- DSC/eSign Details
- Transmission Details
- Make a Copy
- View Submitted Attachments

- User can also print the summary of file from dashboard. By clicking on Print button under Action, user will be redirected to Summary Page and Print Summary button will be there

[Print Summary](#)

Applicant Details

IEC Number <input type="text"/>	IEC Name <input type="text"/>	Branch Code where the items to be imported are proposed to be used <input type="text"/>
Address of the factory / premises where the items to be imported are proposed to be used <input type="text"/>	Application Number ARNENDCAPPLY00166349AM23	RA File Number HQRENDCAPPLY00000001AM23

Exporter Details

Name XTZ	Designation VP	Mobile Number 999999999
Address brampton	Country CANADA	Email xyz@gmail.com

Import Item Details

ITC(HS) Code	ITC(HS) Code Description	Technical Specification	Quantity	CIF Value(In Rs)	Import item type
61069010,Of silk	Of silk	none	10000	10000	Raw Material

ANF- 2J

(Application Form for End User Certificate)

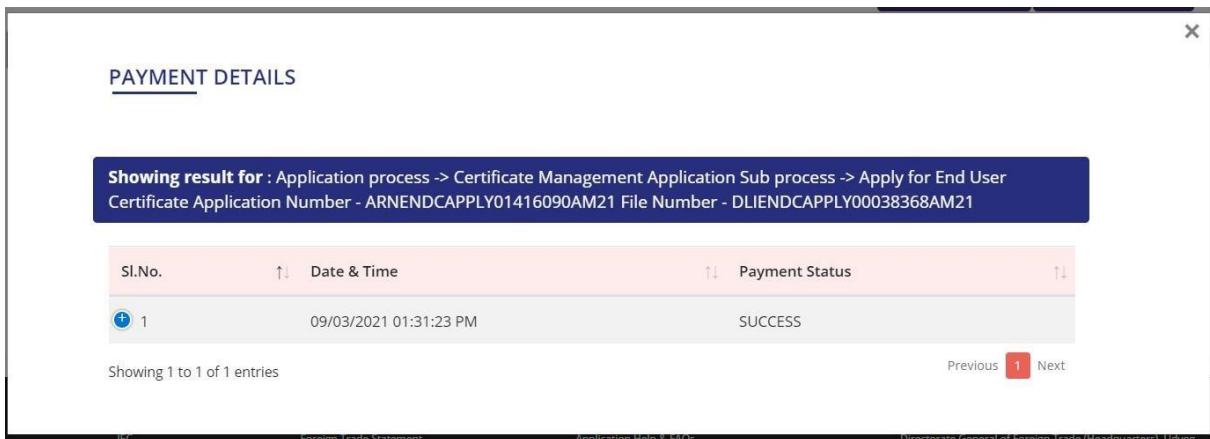
Applicant Details

IEC Number	IEC Name	Branch Code where the items to be imported are proposed to be used	Address of the factory / premises where the items to be imported are proposed to be used	Application Number	RA File Number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	ARNENDCAPPLY00166349AM23	HQRENDCAPPLY00000001AM23

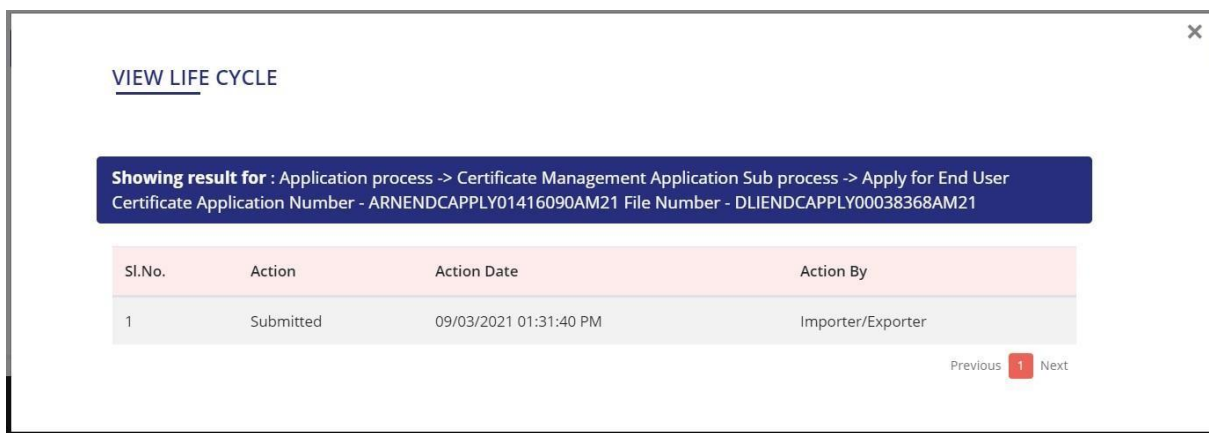
Foreign Supplier Details

Name	XTZ
Designation	VP
Address	brampton
Country	CANADA
Phone Number	999999999
Email	xyz@gmail.com

3. User can also check the payment status of application by click on Payment Details button under Actions

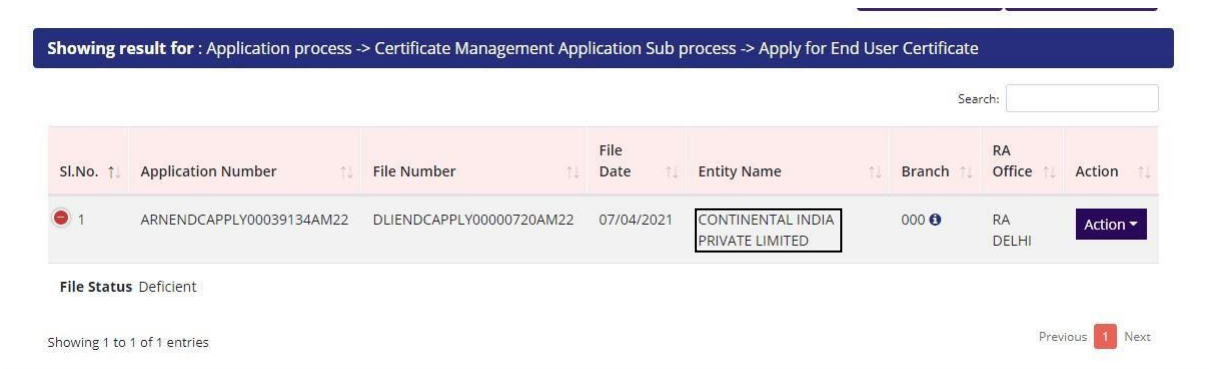


4 User can also check the life cycle of application by click on “View life cycle” button under Actions



5. Similarly, User can Respond to Deficiency of Deficient File via ‘Respond to Deficiency’ button under Action. User will be able to update the application form as per deficiency remarks and will submit the application again.

By choosing Amendment as Yes or No, User can submit the form (editable fields or attachment) as per requirement. Respond to Deficiency Workflow is similar in all processes.



DEFICIENCY LETTER ✕

Showing result for : Application process -> Certificate Management Application Sub process -> Apply for End User Certificate
Application Number - ARNENDCAPPLY00039134AM22 File Number - DLIENDCAPPLY00000720AM22

Sno ↑↓	Deficiency issued date ↑↓	RA office ↑↓	Deficiency View ↑↓	Previous Respond ↑↓	Remarks ↑↓	Respond to Deficiency ↑↓
1	07/04/2021	RA DELHI	View	ok	Information Incomplete	Respond

Showing 1 to 1 of 1 entries First Previous **1** Next Last

[View Previous Responds](#)

DEFICIENCY LETTER ✕

Do you want to amend application?

[Yes](#) OR [No](#)

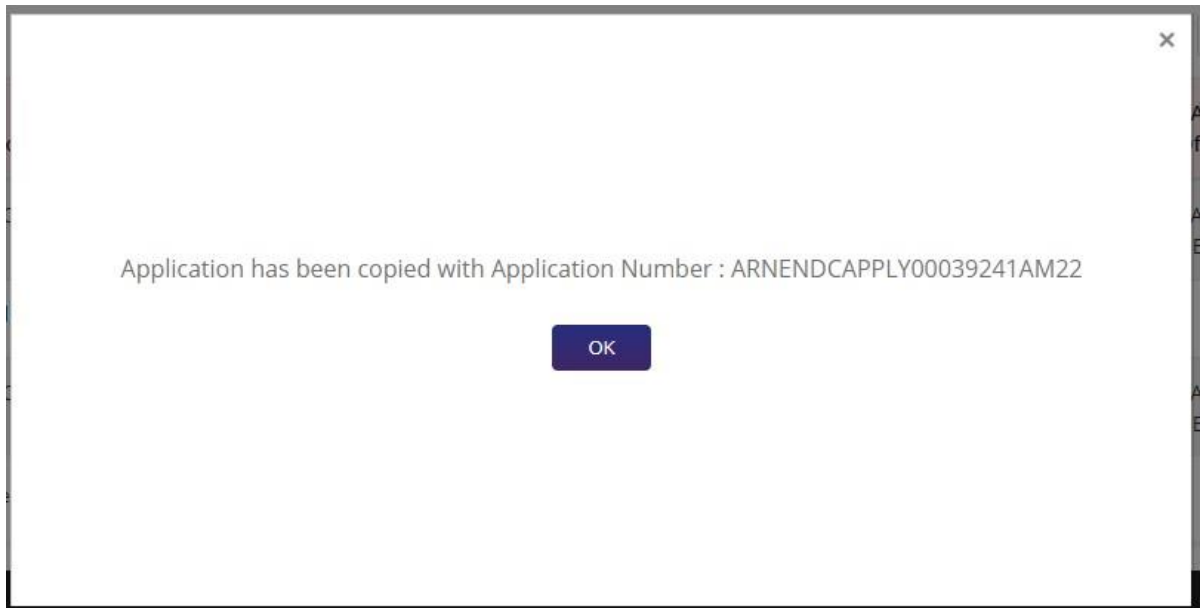
SERVICES REGULATORY LEARN CONTACT US

File number will be same for Respond to deficiency and will go to DGFT Officer for further processing.

6. User also can **“Make a Copy”** of submitted file. User can click on Copy button under **Actions**

Are you sure, You want to copy this application ?

[Cancel](#) [OK](#)



User will go to Drafts and will be able to submit the application. All the fields will be filled already as per original file.

Apply for End User Certificate
 Last Login 14-Jun-2021 16:58:44

Draft Application | Apply for End User Certificate


Show 10 entries Search:

Select	S. No.	Application Number	Created On	Created By	Last Updated On	Last Updated By	Action
<input type="radio"/>	1	ARNENDCAPPLY00167603AM23	04/05/2022 16:54	[REDACTED]	04/05/2022 17:01	[REDACTED]	Action

Showing 1 to 1 of 1 entries

Start Fresh Application Proceed With Existing Application

Previous 1 Next



विदेश व्यापार महानिदेशालय
 DIRECTORATE GENERAL OF
 FOREIGN TRADE

DGFT, Udyog Bhawan, New Delhi

E-PAYMENT RECEIPT

IEC	[REDACTED]
File Number	[REDACTED]
Date of Submission	2022-05-04 05:06:51
IP Address	0:0:0:0:0:0:1
Firm Name	[REDACTED]
Firm Address	[REDACTED]
Service Availed	End User Certificate
Mode of Signature	e Mudra

PAYMENT DETAILS

Transaction Id	2190756
Total Fee Amount (in INR)	200.00
Date of Submission	2022-05-04 05:06:51
Mode of Payment	ONLINE
Transaction Status	SUCCESS
Transaction Complete Date	2022-05-04 05:06:51

Your application for **End User Certificate** with file number **DLIENDCAPPLY00000724AM22** has been successfully submitted to DGFT for further processing.

OK

7. Print Certificate

User can print the certificate by using Print Certificate node under Certificate Management.

Certificate Management
Last Login 22-Mar-2021 15:04:14

What is Certificate Management

To facilitate the management of various certificates issued by DGFT such as the Identity card, Free sale and Commerce Certificate, End User Certificate, and Status Holder Certificate, an importer/exporter may choose to apply for a certificate and manage. Pre-requisites as mentioned in Chapter 2, Chapter 3 and Chapter 4 of Foreign Trade Policy and Hand Book of Procedures may be referred.

PROCESSES IN CERTIFICATE MANAGEMENT

Status Holder Certificate

The certificate issued to the Indian exporters that have excelled in international trade and made a significant contribution to the country's foreign exchange earnings. The certificate is issued to the exporters having outstanding performance in the previous 2 years out of 4 years and meeting required conditions as prescribed in the Foreign Trade Policy (FTP). Various privileges have been awarded to the Status Holders only to boost export production and thereby increase inflow of foreign exchange earnings for the country.

[Explore](#)

Free Sales and Commerce Certificate

A Free Sale and Commerce Certificate is a certificate issued confirming that the product is freely sold in the country but without any indication that the product is evaluated for safety and efficacy and is registered for use in the country, it gives an assurance from a foreign agency that the products listed on the certificate are freely sold and manufactured in the country seeking to export a particular item. An Importer / Exporter may choose to apply for Free Sale and Commerce Certificate or Application for free sale & commerce certificate for items other than medical devices / instruments.

[Explore](#)

End User Certificate

Apply for an End-user certificate (EUC). A document used in international transfers, including sales and arms provided as aid, of weapons and ammunition to certify that the buyer is the final recipient of the materials, and is not planning on transferring the materials to another party. In case of import of any freely importable item in India, if a foreign Government insists on certification of end user of the item, before permitting export of the same from their country.

[Explore](#)

Print Certificates

Print the generated certificates.

[Explore](#)

Print Certificates
Last Login 07-Apr-2021 20:16:29

Print Certificate


Status Holder Certificate
Free Sales and Commerce Certificate
End User Certificate

Show entries

Select	Certificate Name	File Number
<input checked="" type="radio"/>	END USER CERTIFICATE	DLIENDCAPPLY00000723AM22

Showing 1 to 1 of 1 entries Previous **1** Next

[Print Certificate](#)



सत्यमेव जयते

Government of India
Ministry of Commerce & Industry
Department of Commerce
Directorate General of Foreign Trade
Office of the Additional Director General of Foreign Trade CLA Delhi
Central Licensing Area (CLA) A Wing I.P. Bhawan I.P. Estate New Delhi

Certificate No.: ENDC000001AM22

Date: 2021-04-07

IMPORT CERTIFICATE

1. Exporter Details : trytutuf thtyuyt;677fgfjh

2. Importer Details : CONTINENTAL INDIA PRIVATE LIMITED; Vatika Mindscapes 11th Floor; Tower; -B Nr Sarai Metro Statn Sector-27D Contact No: [REDACTED] Faridabad

Sl.No	Import Item Name	Qty	CIF(INR.)
1	28365000 -- Calcium carbonate--5768687fbghhfg	564.000	68763452342.000