



विदेश व्यापार महानिदेशालय
DIRECTORATE GENERAL OF
FOREIGN TRADE

Directorate General of Foreign Trade

User Help File
Identity Card (Certificate Management)

Version-3.0

September-23

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1. Introduction and Accessing DGFT Portal

This document is the help file for issuance of Identity Card 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.

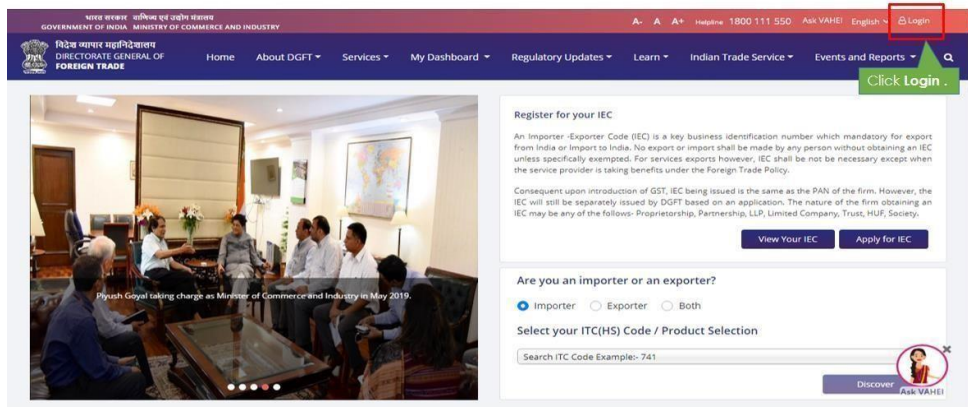
3. Registering on New Portal

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

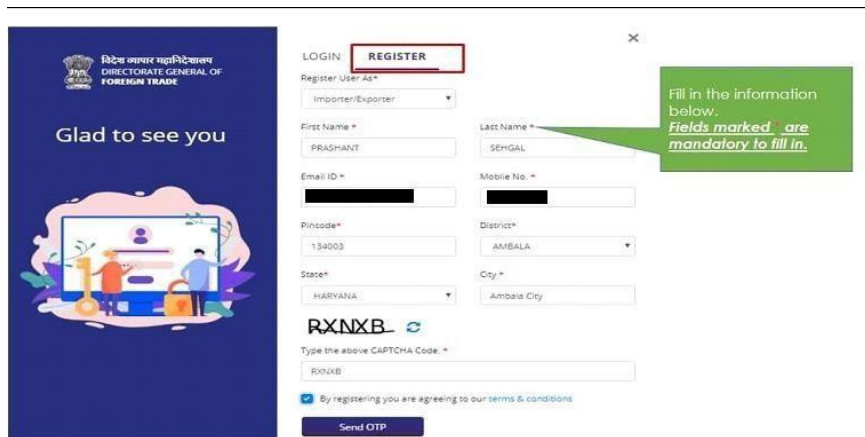
- a) Internet Connection
- b) Valid Email and Mobile Phone Number

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.

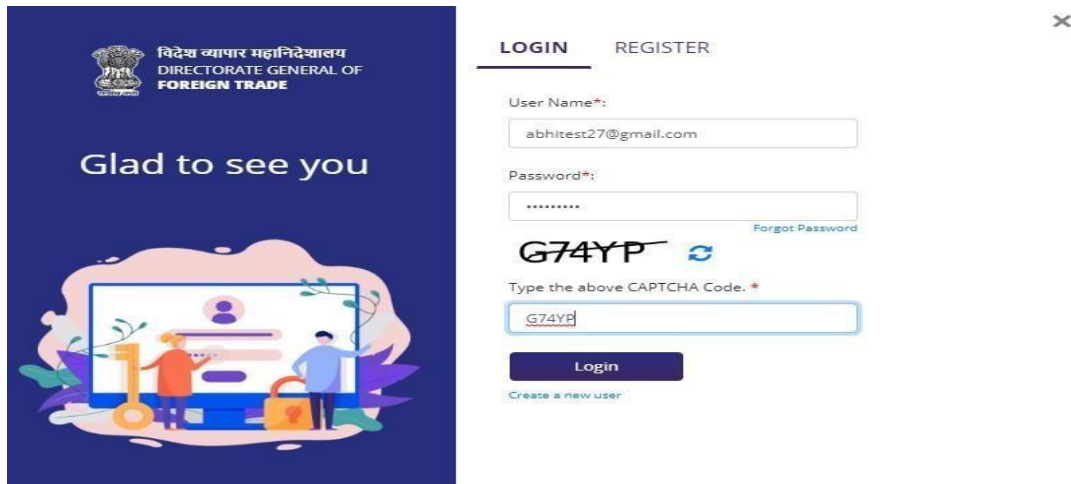


4. Upon Successful validation of the OTP, you shall receive a notification containing the temporary password which you need to change upon first login.

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 Identity Card application on Customer Portal.

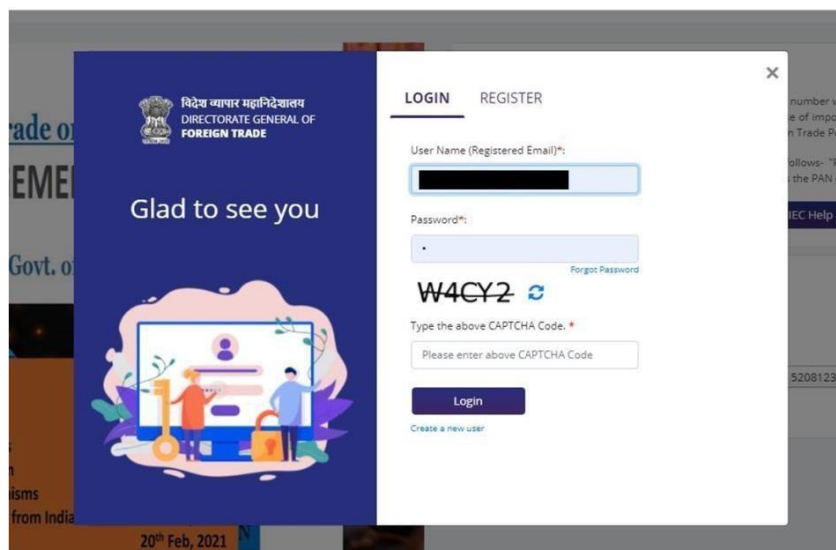
5. Apply for Identity Card Application

To Apply for ID card on the DGFT portal you would require: **Pre-requisites:**

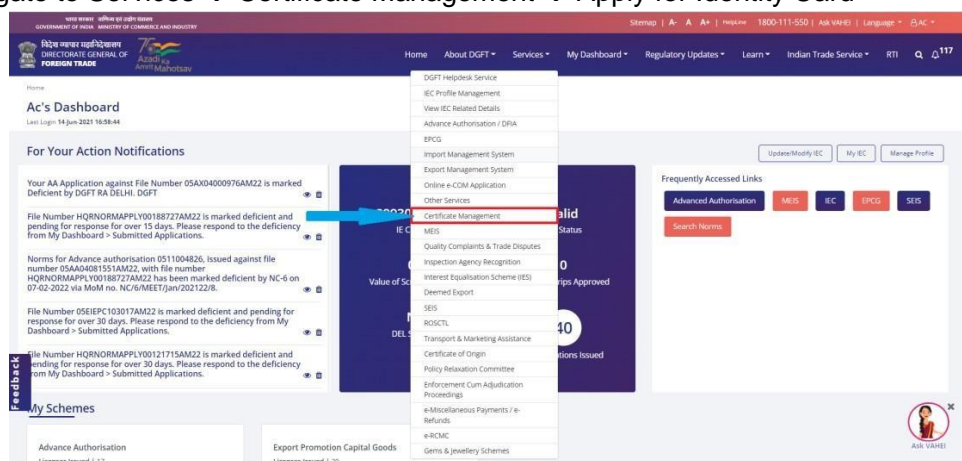
- Valid Login Credentials to DGFT Portal (After Registering on DGFT Portal).
- User should have an active Importer Exporter Code (IEC).
- Active Firm's Bank account for entering its details in the Application and to make online payment of the application fee.

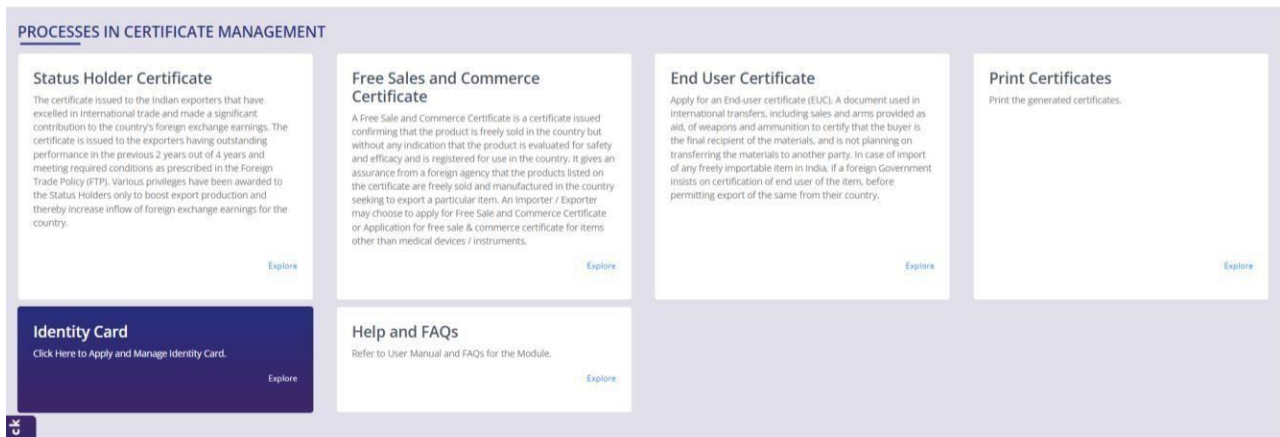
Then proceed with the following steps:

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



- Navigate to Services → Certificate Management → Apply for Identity Card

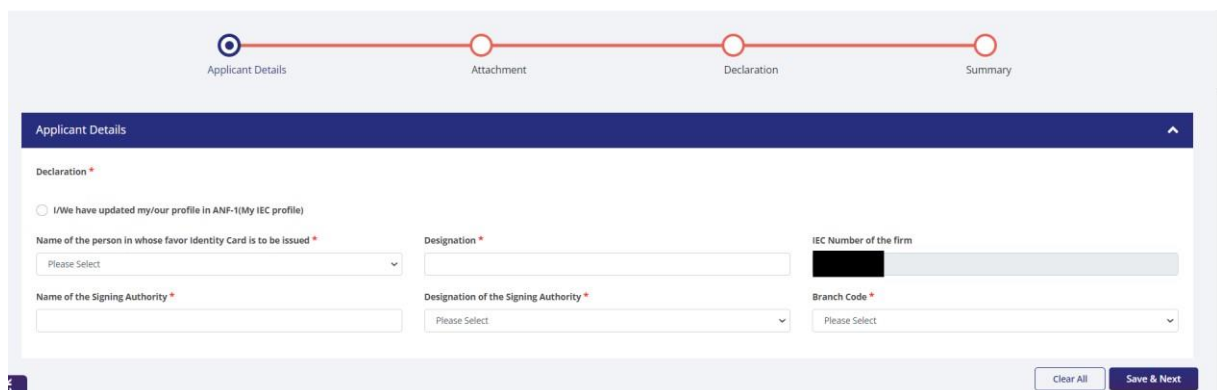




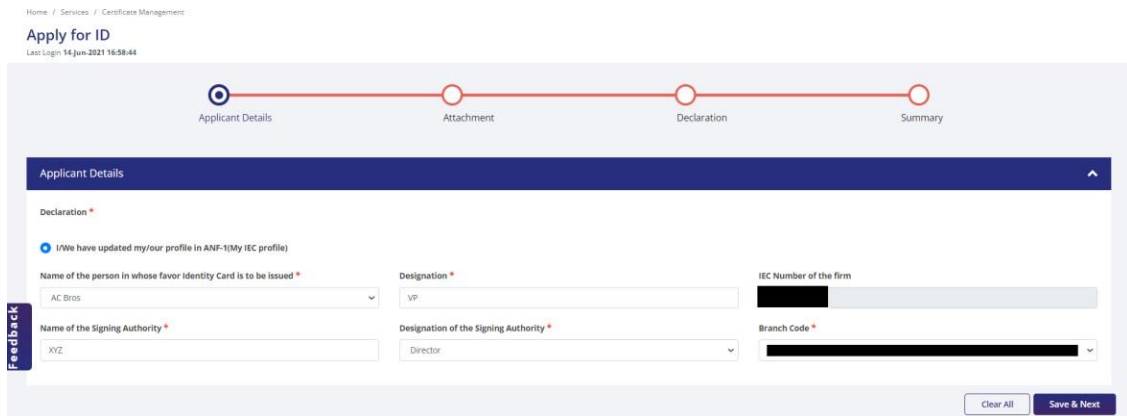
3. Click on “Start Fresh Application” button or click on “Proceed with Existing Application” Button in case user already saved a draft application.



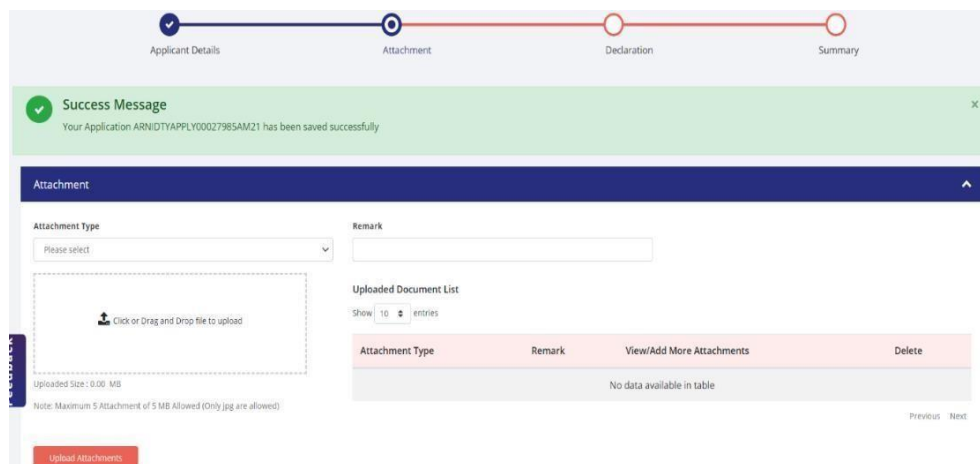
4. On applicant details screen user needs to fill below details:
 - a. Name of the person in whose favour Identity Card is to be issued, Designation, Name of Signing Authority, Designation of Signing Authority are user enterable fields. IEC Number of the firm will be auto-populated.



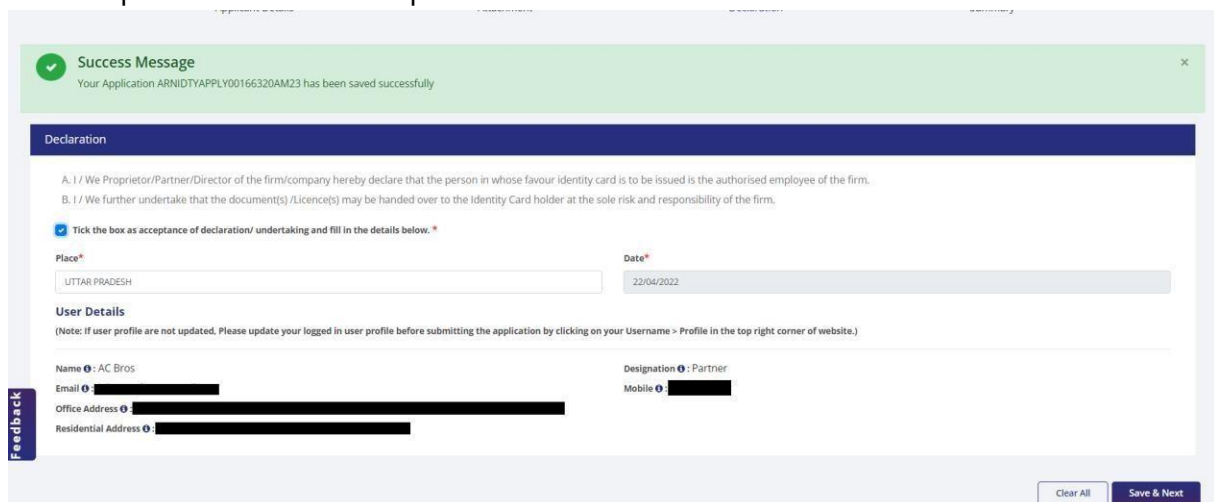
- b. Select Branch code from dropdown and all details will be auto-populated from registered IEC.
User then clicks on “Save and Next” button



- On next screen "Attachment" all three attachments are mandatory for ID card. Pas sport size photograph of the applicant, add Identity proof can be Aadhar/Pan Card/Voter ID/Driving License, Scanned copy of the Employee details on company letterhead.



- Under declaration screen, user will select terms and conditions check box to accept it. User can update "Place" field if required and then click on "Save and Next" button



- 7. User navigates to Summary page. User can verify the filled in details in previous screens, and can click on “Print Summary” button to see the printable version of filled in form. Then user click on “Sign” button to digitally sign the application form. Finally, user clicks on “Submit” button to submit the application.

The screenshot shows a progress bar at the top with four steps: Applicant Details, Attachment, Declaration, and Summary. The Summary step is currently active. A green success message banner at the top states: "Success Message: Your Application ARNIDTYAPPLY00166320AM23 has been saved successfully". Below this is a "Print Summary" button. The main content is divided into three sections: "Application Form", "Attachment Details", and "Declaration".

Application Form

Name of the person in whose favor Identity Card is to be issued AC Bros	Designation VP	IEC Number of the firm [REDACTED]
Name of the Signing Authority XYZ	Designation of the Signing Authority Director	Branch Code [REDACTED]

Attachment Details

Attachment Type	Remark	Attachment Name
Passport size photograph of the applicant(140*110 pixel size is preferred)		IMG-20190205-WA0004.jpg
Identity proof can be Aadhaar/Pan Card/Voter ID/Driving License		DGFT - PRC CP UM v1.0.pdf
Scanned copy of the Employee details on company letterhead		DGFT - PRC CP UM v1.0.pdf

Declaration

A. I / We Proprietor/Partner/Director of the firm/company hereby declare that the person in whose favour identity card is to be issued is the authorised employee of the firm.
B. I / We further undertake that the document(s) /Licence(s) may be handed over to the Identity Card holder at the sole risk and responsibility of the firm.

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

Place : UTTAR PRADESH Date : 22/04/2022
Name : AC Bros Designation : Partner
Email : [REDACTED] Mobile : [REDACTED]
Office Address : [REDACTED] Residential Address : [REDACTED]

Amount to be Paid : INR 500

Payment For Apply Id Card

- 8. On application fee payment screen user can verify the fee details and click on “Submit” button to make the payment against application.

The screenshot shows the "Payment Details" screen. At the top, there is a yellow warning banner: "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." Below this, there are several input fields for applicant and application information.

Payment Details

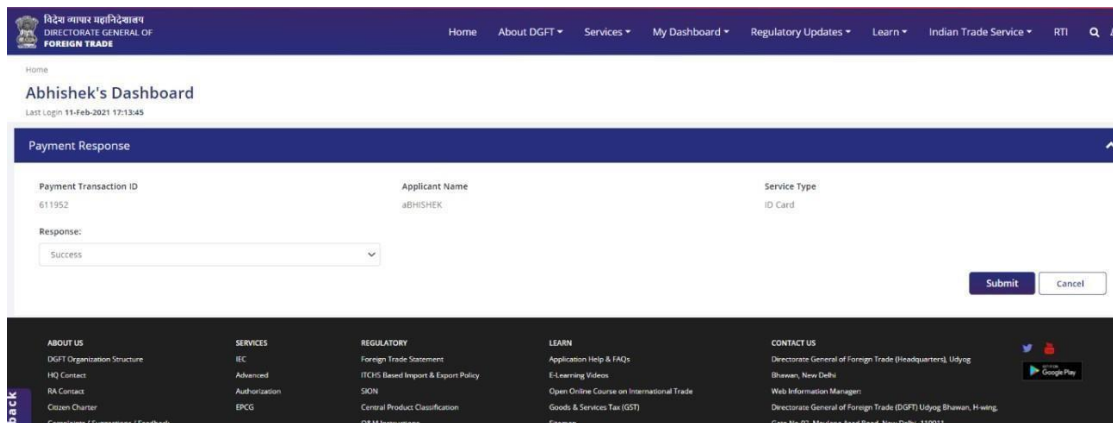
Applicant Name: AC Bros Applicant Email: [REDACTED] Applicant Address: [REDACTED]

Application Type: Certificate Management Service Type: ID Card Application Number: ARNIDTYAPPLY03916450AM22

Service Description	Fees Amount (₹)
ID Card	500

Have you already paid in Legacy Miscellaneous Payment System (eMPS) / Legacy Draft Application?
 Yes No

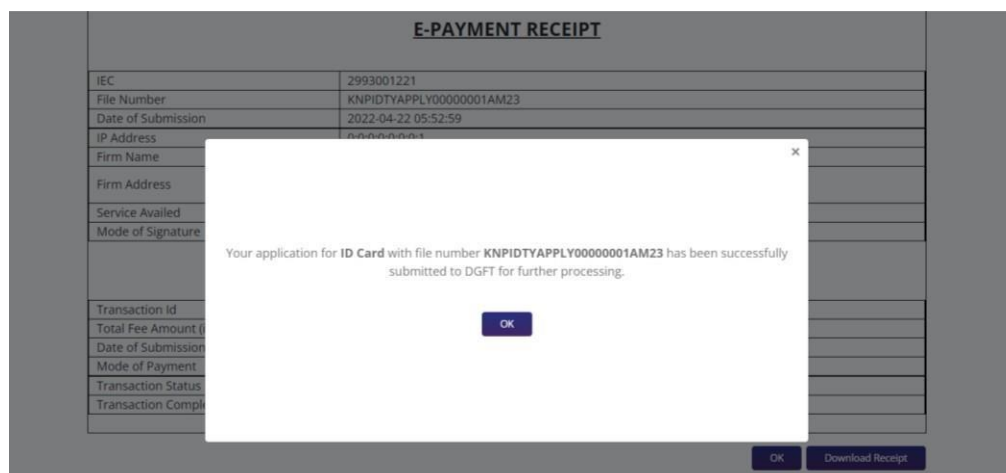
Submit



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

E-PAYMENT RECEIPT	
IEC	[REDACTED]
File Number	KNPIDTYAPPLY00000001AM23
Date of Submission	2022-04-22 05:52:59
IP Address	0:0:0:0:0:0:1
Firm Name	[REDACTED]
Firm Address	[REDACTED]
Service Availed	ID Card
Mode of Signature	e Mudra
PAYMENT DETAILS	
Transaction Id	2190618
Total Fee Amount (in INR)	500.00
Date of Submission	2022-04-22 05:52:59
Mode of Payment	ONLINE
Transaction Status	SUCCESS
Transaction Complete Date	2022-04-22 05:52:59

10. The user shall receive the identity card application submission message with File number on the screen. User will also receive email/SMS for file submission. If User clicks on OK button on E- payment receipt, user will be redirected to Submitted applications via My Dashboard



11. User can view the Approved ID card under Submitted application >> Action >>View Approved and Rejection letter.

Branch code: Please Select RA Office: Please Select

Clear All Search

Showing result for : Application process -> Certificate Management Application Sub process -> Apply for ID

Search:

Sl.No.	Application Number	File Number	File Date	Entity Name	Branch	RA Office	File Status	Action
1	ARNIDTYAPPLY01186331AM21	DLIIDTYAPPLY00032090AM21	19/02/2021	[REDACTED]		RA DELHI	Approved	Action
2	ARNIDTYAPPLY01186319AM21	DLIIDTYAPPLY00032083AM21	19/02/2021	[REDACTED]		RA DELHI	Rejected	
3	ARNIDTYAPPLY01186313AM21	DLIIDTYAPPLY00032080AM21	19/02/2021	[REDACTED]		RA DELHI	Approved	

Action dropdown menu:

- Print
- Payment Details
- View Life Cycle
- DSC/eSign Details
- View Approved License/Rejection Letter
- View Submitted Attachments

12. User can print the Submitted application for ID card via Print under Actions button. User will be re- directed to Summary Page of application and User can click on Print Summary.

Print Summary

Application Form

Name of the person in whose favor Identity Card is to be issued: AC Bros Designation: VP IEC Number of the firm: [REDACTED]

Name of the Signing Authority: XYZ Designation of the Signing Authority: Director Branch Code: [REDACTED]

Attachment Details

Attachment Type	Remark	Attachment Name
Passport size photograph of the applicant(140*110 pixel size is preferred)		IMG-20190205-WA0004.jpg

13. Similarly, User can view Payment Details via Payment details button under Action

PAYMENT DETAILS

Showing result for : Application process -> Certificate Management Application Sub process -> Apply for ID Application Number - ARNIDTYAPPLY00030144AM21 File Number - MUMCMIDAPPLY00001472AM21

Sl.No.	Date & Time	Payment Status
1	09/02/2021 02:12:57 PM	SUCCESS

Showing 1 to 1 of 1 entries Previous 1 Next

14. Similarly, User can view Life Cycle via View Life Cycle Details button under Action.



VIEW LIFE CYCLE

Showing result for : Application process -> Certificate Management Application Sub process -> Apply for ID Application
Number - ARNIDTYAPPLY00030144AM21 File Number - MUMCMIDAPPLY00001472AM21

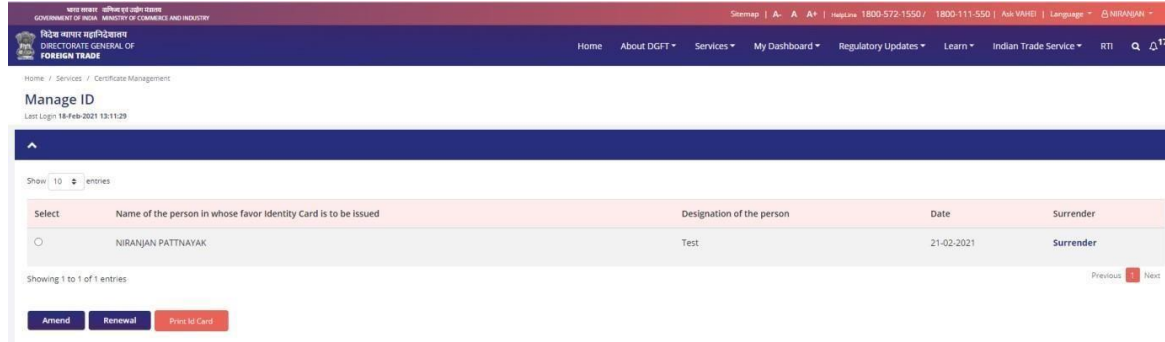
Sl.No.	Action	Action Date	Action By
1	Submitted	09/02/2021 02:13:05 PM	Importer/Exporter

Previous **1** Next

15. 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. File number will be same for Respond to deficiency.

6. View/Print Issued Identity Card

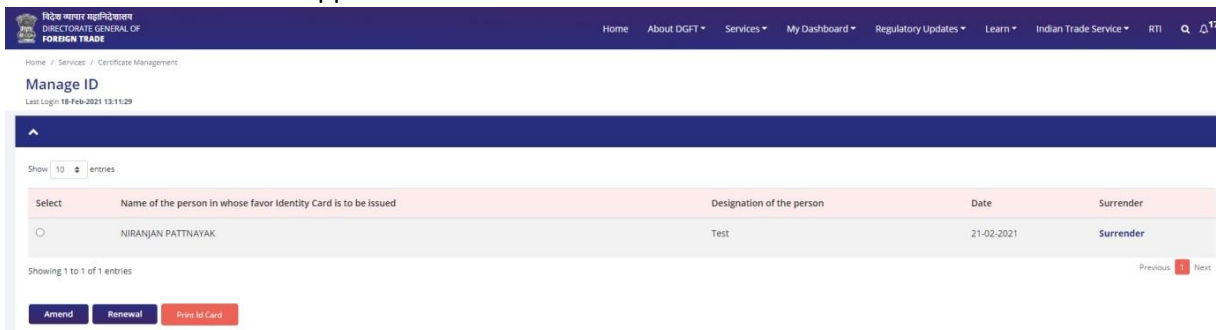
1. User can view the ID card by clicking on Services >Certificate Management > ID card >Manage ID card > Start Fresh Application
2. Select approved ID card from the grid and click on Print id card button.
3. ID card will be downloaded in the PDF format



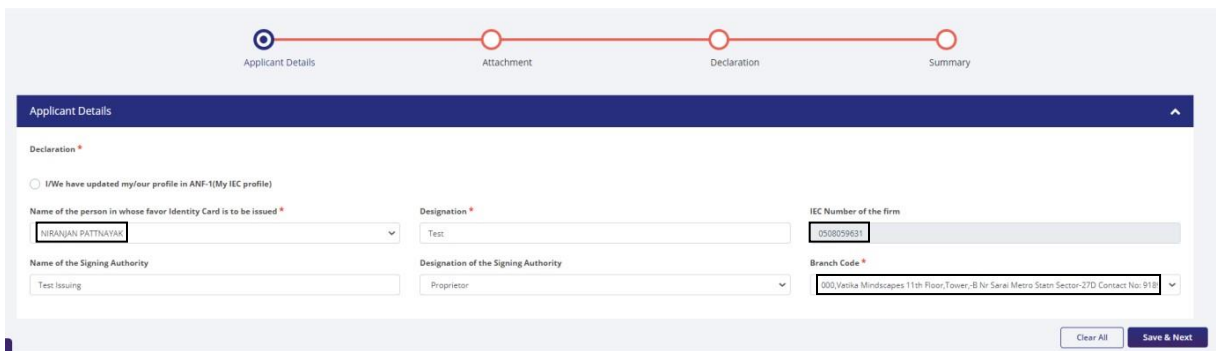
7. Apply for Amendment of Identity Card

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
 - d) Issued Identity card.
1. Process for amendment of ID Card, navigate to Services > Certificate Management > ID card > Manage ID card.
 2. Application form for Amendment of Identity card shall be same. Importer/Exporter will attach the mandatory documents (same as of apply ID card) and submit the application for amendment of ID card.
 3. User will select the approved ID card draft and click on Amend button.



4. On click of Amend button. User will view and can edit Applicant details and click on Save & Next button.
5. User need to accept the declaration.




6. User need to add all the mandatory attachment and click on upload button.

7. User will sign the declaration and enter place.

8. User need to make the Payment of Rs.200 for Amendment of ID card.

9. After DSC signing and payment. Payment receipt will be generated.



विदेश व्यापार महानिदेशालय
DIRECTORATE GENERAL OF
FOREIGN TRADE
DGFT, Udyog Bhawan, New Delhi

E-PAYMENT RECEIPT

IEC	0508059631
File Number	DLIDTYAMEND00032196AM21
Date of Submission	2021-02-21 08:41:23
IP Address	169.149.241.241
Firm Name	CONTINENTAL INDIA PRIVATE LIMITED
Firm Address	Vatika Mindscapes 11th Floor, Tower-B Nr Sarai Metro Statn Sector-27D Contact No: 918979978999Faridabad, 121003
Service Availed	Amend Id Card
Mode of Signature	e Mudra

PAYMENT DETAILS

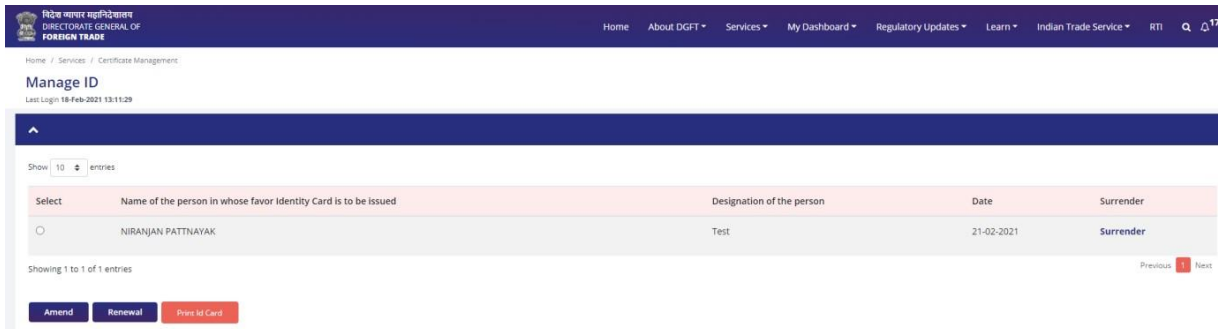
Transaction Id	642281
Total Fee Amount (in INR)	200.00
Date of Submission	2021-02-21 08:41:23
Mode of Payment	ONLINE
Transaction Status	SUCCESS
Transaction Complete Date	2021-02-21 08:41:23

OK Download Receipt

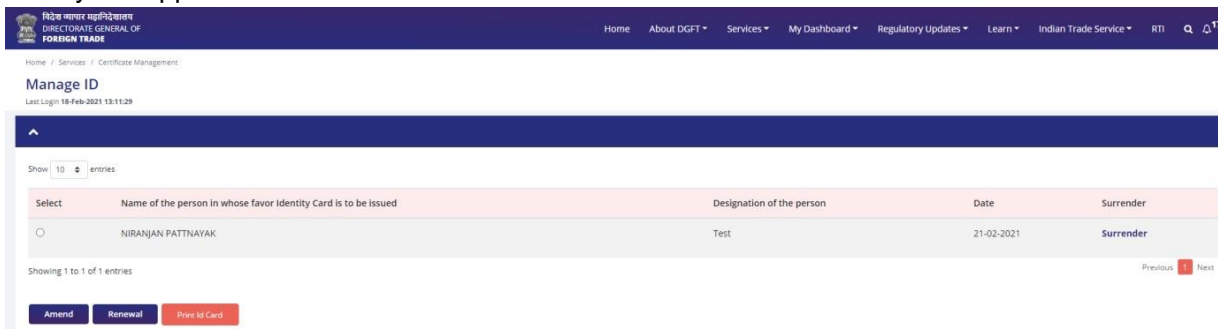
8. Apply for Renewal of Identity Card

Pre-requisites:

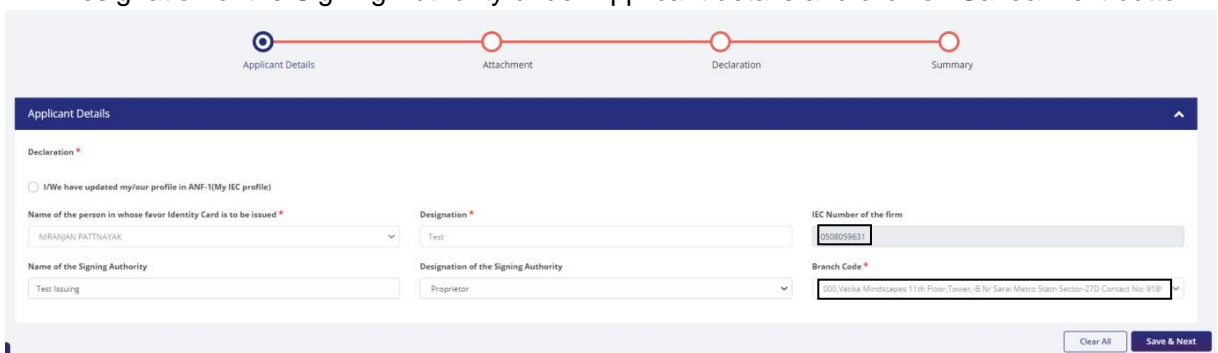
- a) Valid Login Credentials to DGFT Portal (After Registering on DGFT Portal).
- b) User should have an active Importer Exporter Code (IEC).
- c) Active Firm’s Bank account for entering its details in the Application and to make online payment of the application fee
- d) Issued Identity card.



1. Process for amendment of ID Card, navigate to Services > Certificate Management > ID card > Manage ID card.
2. Applicant would be allowed to modify only the name and designation of the identity card holder.
3. The applicant would also mandatorily have to provide justification for the renewal of the identity card along with relevant documents.
4. The applicant would click on “Review & validate” for the system to validate all the fields entered by the applicant.



5. On click of renewal button, User will view and can edit Name of the Signing Authority and Designation of the Signing Authority under Applicant details and click on Save & Next button.




6. User need to add all the mandatory attachment and click on upload button.

7. User will sign the declaration and enter place.

8. User need to make the Payment of Rs.500 for renewal of ID card.

9. After DSC signing and payment. Payment receipt will be generated.



डिरेक्टरेट जनरल ऑफ फॉरेन ट्रेड
DIRECTORATE GENERAL OF FOREIGN TRADE
DGFT, Udyog Bhawan, New Delhi

E-PAYMENT RECEIPT

IEC	D508059631
File Number	DLIIDTYRENEW00032197AM21
Date of Submission	2021-02-21 08:51:55
IP Address	169.149.241.241
Firm Name	CONTINENTAL INDIA PRIVATE LIMITED
Firm Address	Vatika Mindscapes 11th Floor, Tower-B Nr Sarai Metro Statn Sector-27D Contact No: 818979978999 Faridabad 121003
Service Availed	Renewal Id Card
Mode of Signature	e Mudra

PAYMENT DETAILS

Transaction Id	642283
Total Fee Amount (In INR)	500.00
Date of Submission	2021-02-21 08:51:55
Mode of Payment	ONLINE
Transaction Status	SUCCESS
Transaction Complete Date	2021-02-21 08:51:55

OK Download Receipt

10. User will be re-directed to Submitted Applications page.
11. In track status, applicant can track all files related to ID card for example Apply, Amend and Renew.
12. There are buttons as, Print, view life cycle, payment status, submitted attachments and View authorisation letter/rejection/deficient

Track Application Status

Type of scheme *

Certificate Management

From Date

Application Number

Branch code

Please Select

Type of sub scheme *

- Amendment of ID Card
- Status Holder Certificate
- Apply for Free Sales & Commerce Certificate
- Apply for End User Certificate
- Apply for ID
- Renewal of ID Card

RA Office

Please Select

Clear All Search

Search:

Sl.No. ↑↓	Application Number ↑↓	File Number ↑↓	File Date ↑↓	Entity Name ↑↓	Branch ↑↓	RA Office ↑↓	File Status ↑↓	Action ↑↓
1	ARNIDYAPPLY01186331AM21	DLIIDTYAPPLY00032090AM21	19/02/2021	CONTINENTAL INDIA PRIVATE LIMITED		RA DELHI	Approved	Action
2	ARNIDYAPPLY01186319AM21	DLIIDTYAPPLY00032083AM21	19/02/2021	CONTINENTAL INDIA PRIVATE LIMITED		RA DELHI	Rejected	Action
3	ARNIDYAPPLY01186313AM21	DLIIDTYAPPLY00032080AM21	19/02/2021	CONTINENTAL INDIA PRIVATE LIMITED		RA DELHI	Approved	Action
4	ARNIDYAPPLY01186308AM21	DLIIDTYAPPLY00032079AM21	19/02/2021	CONTINENTAL INDIA PRIVATE LIMITED		RA DELHI	Approved - Pending Issuance	Action
5	ARNIDYAPPLY01186291AM21	DLIIDTYAPPLY00032070AM21	19/02/2021	CONTINENTAL INDIA PRIVATE LIMITED		RA DELHI	Approved	Action

9. Surrender an Issued Identity Card

To Surrender an Issued ID card 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
- d) An issued ID card.

1. User can surrender an Issued ID card via Certificate Management > Manage ID card. By clicking on Surrender hyperlink as per given screenshot below.

