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The End User Certificate System

Q1. What is an End User Certificate? What is the benefit of an End User Certificate?

An End-user certificate (EUC), is 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. EUCs are required by many governments to restrict the flow of the materials to undesired destinations.

Q2. Who can benefit from the End User Certificate?

Any importer importing goods such as weapons and ammunition, may benefit the importer certifying that the buyer is the final recipient of exported materials and has no intention of re-exporting it.

Q3. What are the prerequisites for applying for an End User Certificate?

OR

What are the pre-requisites to avail benefits under the End User Certificate?

To avail benefits under the End User Certificate, following are required:

- Your user profile must be linked with an IEC.
- A valid DSC must be registered in the system. You may verify the same from **My Dashboard > View and Register Digital Signature Token**.

Q4. If my IEC is in DEL/cancelled/suspended, am I eligible to apply for the End User Certificate?

If your IEC is cancelled/suspended/in DEL, you shall not be allowed to proceed with submission of your request for the issuance of an End User Certificate.

Q5. I couldn't complete my application, however, I had saved it after filing it partially. Where can I find it?

OR

Where can I find my partially filled application?

Please follow the below path to access your draft applications for End User Certificate

- My Dashboard > Draft Applications.
- Click on **Action** (Under the Results) > **Open**

Q6. 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

Q7. 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 End User Certificate

- My Dashboard > Submitted Applications
- Enter **Type of Scheme** (Select in dropdown: Certificate Management) and **Type of Sub Scheme** (Apply for End User Certificate)

- Click on **Search**.
- All details of submitted applications are available in the search results. These details also include their file number.

Q8. 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: Certificate Management) and **Type of Sub Scheme** (Apply for End User Certificate)
- Click on **Search**
- Click on **Action** (Under the Results) > **Withdraw**

Q9. Where can I view my approved End User Certificate?

Please follow the below path to get the approved copy of certificate for End User Certificate

- My Dashboard > Submitted Applications
- Enter **Type of Scheme** (Select in dropdown: Certificate Management) and **Type of Sub Scheme** (Apply for End User Certificate)
- Click on **Search**
- Click on **Action** (Under the Results) > **View Approved Licenses** > **View Letter**

Q10. What is view lifecycle? Where can I see it?

Please follow the below path to view lifecycle of a submitted file for End User Certificate

- My Dashboard > Submitted Applications.
- Enter **Type of Scheme** (Select in dropdown: Certificate Management) and **Type of Sub Scheme** (Apply for End User Certificate)
- Click on **Search**
- Click on **Action** (Under the Results) > **View Life Cycle**

Q11. Where can I see the DSC/e-Sign details of the submitted applications?

Please follow the below path to view the DSC/e-Sign details of a submitted file for End User Certificate

- My Dashboard > Submitted Applications.
- Enter **Type of Scheme** (Select in dropdown: Certificate Management) and **Type of Sub Scheme** (Apply for End User Certificate)
- Click on **Search**
- Click on **Action** (Under the Results) > **DSC/e-Sign Details**

Q12. Where can I check the status of my submitted application?

Please follow the below steps to check the status of a submitted application for End User Certificate

- **My Dashboard > Submitted Applications**
- Enter **Type of Scheme** (Select in dropdown: Certificate Management) and **Type of Sub Scheme** (Apply for End User Certificate)
- Click on **Search**
- In the search results, please find the status of the submitted application under the column **File Status**

Q13. How will I get to know whether my payment is successful or failed in the system?

OR

Where can I check the status of my payments for an application?

Post successful payment against your submitted application, an Acknowledgement message stating the successful submission of the application shall be shown on the screen.

The same can be confirmed by following the below steps:

- **My Dashboard > Submitted Applications**
- Enter **Type of Scheme** (Select in dropdown: Certificate Management) and **Type of Sub Scheme** (Apply for End User Certificate)
- Click on **Search**
- Click on **Action** (Under the Results) > **Payment Details**

Q14. 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: Certificate Management) and **Type of Sub Scheme** (Apply for End User Certificate)
- 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.

Q15. 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.

Q16. How can I take a print of the application or download it for future reference?

Each form has a section of application summary that shows values for all fields filed in the application. This section of application summary, has a button for "Print Application" enabled on the top right corner of the section. Please click on the button to download the application for your future reference.

Q17. Where can we apply for End User Certificate?

OR

Where can we get the link to apply for End User Certificate?

Please follow the below path to apply for issuance of an End User Certificate:

- **Services > Certificate Management > Apply for Certificate**
- Click on **End User Certificate**

Q18. Why do I get an error message that "Your IEC is in DEL. You cannot apply for the application of End User Certificate?"

Your IEC is in DEL. To proceed with your application for the issuance of the End User Certificate, you must remove your IEC from DEL.

Q19. Can I create a copy of an existing application?

Please follow the below path to create a copy of an existing application for End User Certificate

- My Dashboard > Submitted Applications.
- Enter **Type of Scheme** (Select in dropdown: Certificate Management) and **Type of Sub Scheme** (Apply for End User Certificate)
- Click on **Search**
- Click on **Action** (Under the Results) > **Make a Copy**

Q20. Why do I get the error message that “Please update IEC profile using following path: Home/Services/Importer Exporter Code (IEC)/Modify IEC Profile”?

At the time of declaration that your IEC profile is updated, you selected 'No'. If your IEC Profile is not updated, you are requested to update your IEC Profile using the below path: Home > Services > Importer Exporter Code (IEC) > Modify IEC Profile.

Q21. What do I have to choose in the field for Branch Code?

In the application for the issuance of the End User certificate, choose the branch code of a branch where the items of import are proposed to be used.

Q22. What if there is no specific ITC HS Code that matches to the product I am importing?

If the ITC HS Code of the product you are importing doesn't match, please verify the ITC HS Code from the below path:

- **Regulatory Updates > Application Master Data**
- Click on **ITC(HS) details**

Q23. What if I'm unsure about the 'Technical description of the product' for the product being imported/exported?

Technical description of the product to be imported is important information. Please mention the technical details of the product to be imported under the End User Certificate. This description may include the make, brand, specifications of the product etc.

Q24. What do I have to choose in the field for the Purpose of Imports?

In the application for the issuance of the End User Certificate, choose the purpose of imports of the items selected. Select whether the item of import shall be used for the purpose of manufacture, for research and development or for some other purpose and mention the related details.

Q25. What is the application fee?

A flat fee of INR 200/- will need to be paid through electronic mode in the online system for each application for issuance of the End User Certificate.

Q26. Which all attachments/documents are mandatory for submission of the application?

Following are the list of documents/attachments that are mandatory to apply for the issuance of an End User Certificate:

- 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.

Q27. 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”.

If user profile is not updated, please update the details of your logged in user profile before submitting the application by clicking on your Username > Profile in the top right corner of website.

**Q28. What modifications am I allowed to request for against an issued End User Certificate?
OR**

How can I apply for amendment of an End User Certificate?

Modifications to an issued End User Certificate is not permitted. Please raise a fresh request for application of issuance of the End User Certificate instead.

Q29. 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".

If user profile is not updated, please update the details of your logged in user profile before submitting the application by clicking on your Username > Profile in the top right corner of website.