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The Free Sale and Commerce Certificate System

Q1. What is a Free Sale and Commerce Certificate? What is the benefit of the Free Sale and Commerce Certificate?

A Free Sale and Commerce Certificate is a certificate issued for export of any other item which is not restricted or prohibited for export 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.

Q2. Who can benefit from the Free Sale and Commerce Certificate?

Manufacturer exporters or merchant exporters may be benefitted from the Free Sale and Commerce Certificate.

Q3. What are the prerequisites for applying for Free Sale and Commerce Certificate?
OR
What are the pre-requisites to avail benefits under Free Sale and Commerce Certificate?

To avail benefits under a Free Sale and Commerce 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**.
- Valid RCMC details issued to the IEC.

Q4. If my IEC is in DEL/cancelled/suspended, am I eligible to apply for Free Sale and Commerce Certificate?

If your IEC is suspended/cancelled/in DEL, you shall not be allowed to proceed with submission of your request for the issuance of a Free Sale and Commerce Certificate.

Q5. What items are allowed for export under the Free Sale and Commerce Certificate?

Free Sale and Commerce Certificate may be issued for exports as under:
- For items not covered under the Drugs and Cosmetics Act, 1940, which have usage in hospital, nursing homes and clinics for medical and surgical purposes and are not prohibited for export.
- Any item that is not restricted or prohibited for export

Q6. 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 Free Sale and Commerce Certificate
- My Dashboard > Draft Applications.
- Click on **Action** (Under the Results) > **Open**

Q7. 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

Q8. 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 files for issuance of a Free Sale and Commerce Certificate
- My Dashboard > Submitted Applications
- Enter **Type of Scheme** (Select in dropdown: Certificate Management) and **Type of Sub Scheme** (Apply for Free Sale and Commerce Certificate)
- Click on **Search.**
- All details of submitted applications are available in the search results. These details also include their file number.

Q9. 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 Free Sale and Commerce Certificate)
- Click on **Search**
- Click on **Action** (Under the Results) > **Withdraw**

Q10. Where can I view my approved Free Sale and Commerce Certificates?

Please follow the below path to get the approved Free Sale and Commerce Certificates
- My Dashboard > Submitted Applications
- Enter **Type of Scheme** (Select in dropdown: Certificate Management) and **Type of Sub Scheme** (Apply for Free Sale and Commerce Certificate)
- Click on **Search**
- Click on **Action** (Under the Results) > **View Approved Licenses** > **View Letter**

Q11. What is view lifecycle? Where can I see it?

Please follow the below path to view lifecycle of a submitted file for issuance of a Free Sale and Commerce Certificate
- My Dashboard > Submitted Applications.
- Enter **Type of Scheme** (Select in dropdown: Certificate Management) and **Type of Sub Scheme** (Apply for Free Sale and Commerce Certificate)
- Click on **Search**
- Click on **Action** (Under the Results) > **View Life Cycle**

Q12. 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 issuance of a Free Sale and Commerce Certificate
- My Dashboard > Submitted Applications.
- Enter **Type of Scheme** (Select in dropdown: Certificate Management) and **Type of Sub Scheme** (Apply for Free Sale and Commerce Certificate)
- Click on **Search**
- Click on **Action** (Under the Results) > **DSC/e-Sign Details**

Q13. Where can I check the status of my submitted application?

Please follow the below steps to check the status of a submitted application for issuance of Free Sale and Commerce Certificate
- **My Dashboard > Submitted Applications**
- Enter **Type of Scheme** (Select in dropdown: Certificate Management) and **Type of Sub Scheme** (Apply for Free Sale and Commerce Certificate)
- Click on **Search**
- In the search results, please find the status of the submitted application under the column **File Status**

Q14. 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 Free Sale and Commerce Certificate)
- Click on **Search**
- Click on **Action** (Under the Results) > **Payment Details**

Q15. What does application status "In Progress" means?

Status "In Progress" implies the successful submission of application and is being processed by DGFT.

Q16. Payment status of my FSCC certificate is "Submitted/Confirmed" but my application is still available in drafts, when I try to resubmit, it asks for payment again. What should I do?
OR
Payment for FSCC application debited from my account but application is still available in drafts, how can I track the payment details?

In such cases where the payment has been debited from account however the file is not submitted in the system, the exporter must raise a helpdesk ticket and the DGFT team will resolve the issue. To raise a ticket, go to My Dashboard → Helpdesk Service → Create a New Request. A request form will open, fill all the details, and submit the form post which a unique request number will be generated for reference/tracking purposes.

Q17. 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 Free Sale and Commerce 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 must 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 are submitted to the RA officer who issued the deficiency letter.

Q18. 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.

Q19. 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. The 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.

Q20. What can I do if I am not able to proceed as RCMC details were blank and non-editable?

A valid RCMC is a pre-requisite for issuance of a Free Sale and Commerce Certificate and are available in the IEC profile. The details of the issued RCMC are provided by the respective Export Promotion Councils (EPCs), commodity boards, development authorities or other competent authorities in India.

Issuance of Free Sale and Commerce Certificate

Q21. Where can we apply for issuance of a Free Sale and Commerce Certificate?
OR
Where can we get the link to apply for issuance of a Free Sale and Commerce Certificate?

Please follow the below path to apply for issuance of a Free Sale and Commerce Certificate:
- **Services > Certificate Management > Apply Certificate**
- Click on **Free Sale and Commerce Certificate**

Q22. Why do I get the error message "Please apply for IEC or link your user to IEC to avail services related to Certificate Management"?

It is pre-requisite to link your user profile to an IEC or apply for an IEC to avail services of a Free Sale and Commerce Certificate. So, to get a Free Sale and Commerce Certificate issued, please apply for an IEC or link your user to an IEC.

Q23. Can I create a copy of an existing application?

Please follow the below path to create a copy of an existing application for issuance of a Free Sale and Commerce Certificate
- My Dashboard > Submitted Applications.
- Enter **Type of Scheme** (Select in dropdown: Certificate Management) and **Type of Sub Scheme** (Select in dropdown: Apply for Free Sale and Commerce Certificate)
- Click on **Search**
- Click on **Action** (Under the Results) > **Make a Copy**

Q24. Why do I get the error message "Your IEC is in DEL.? You cannot apply for the issuance of Free Sales and Commerce Certificate."

If your IEC is in DEL, you shall not be allowed to proceed with submission of your request for the issuance of a Free Sale and Commerce Certificate. Please get your IEC removed from DEL to proceed further.

Q25. Why do I get a warning message "Please update IEC profile using following path: Home/Services/Importer Exporter Code (IEC)/Modify IEC Profile"?

When you select the declaration and confirmed that your IEC Profile is not updated, you get this

message, to update the IEC profile. It is necessary to update your details of the IEC profile to continue with your application for the issuance of a Free Sale and Commerce Certificate. You may follow the below path to update your IEC Profile: Home > Services > Importer Exporter Code (IEC) > Modify IEC Profile.

Q26. What do I have to choose in the field for Branch Code?

In the application for the issuance of the Free Sale and Commerce Certificate, choose the branch code of a branch where the certificate is to be used.

Q27. What can I do if I am not able to proceed as RCMC details were blank and non-editable?

A valid RCMC is a pre-requisite for issuance of a Free Sale and Commerce Certificate and are available in the IEC profile. The details of the issued RCMC are provided by the respective Export Promotion Councils (EPCs), commodity boards, development authorities or other competent authorities in India.

Q28. What categories of items of export are allowed under the Free Sale and Commerce Certificate?

Export items that are neither restricted nor prohibited for exports, and items of exports that are not covered under the Drugs and Cosmetics Act, 1940 are permitted for export under the Free Sale and Commerce Certificate.

Q29. Why do I get a warning message "DGFT doesn't issue license for items of export that falls under Drug and Cosmetic Act, 1940."?

If you are trying to apply for issuance of a Free Sale and Commerce Certificate for items licensed under the Drug and Cosmetics Act, 1940, you get this warning message informing you that DGFT does not issue Free Sale and Commerce Certificate for items of export that fall under the Drugs and Cosmetics Act, 1940.

Q30. What if there is no specific ITC HS Code that matches to the product I am importing/exporting?

If the ITC HS Code of the product you are exporting doesn't match, please verify the ITC HS Code from the below path:
- **Regulatory Updates > Application Master Data**
- Click on **ITC(HS) details**

Q31. 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 exported is important information. Please mention the technical details of the product to be exported under the Free Sale and Commerce Certificate. This description may include the make, brand, specifications of the product etc.

Q32. Why am I getting error message "Selected ITC HS Code is Restricted", or "Selected ITC HS Code is Prohibited" or "Selected ITC HS Code is SCOMET"?

You get this message if the ITC HS Code of the item selected is Restricted/Prohibited/SCOMET item since export of Restricted/Prohibited/SCOMET items is not permitted.

Q33. If I am the manufacturer, whose details should I enter in the section for "Details of Manufacturer"?

If you are a manufacturer, please enter your details in the section. In case you have a supporting manufacturer, please enter the details of the supporting manufacturer.

Q34. Can I export multiple products under a single Free Sale and Commerce Certificate?

Yes, you may export multiple items under a single Free Sale and Commerce Certificate to be exported to a single foreign buyer.

Q35. What is the application fee?

A flat registration fee of INR 1000/- will need to be paid through electronic mode in the online system for each application for issuance of the authorisation.

Q36. How long is the Free Sale and Commerce Certificate valid for?
OR
What is the validity of a Free Sale and Commerce Certificate?

The Free Sale and Commerce Certificate issued shall be valid for a period of 2 years from the date of issuance.

Q37. Is there any extension of the time limit available for exports?

No. The validity of the exports under the Free Sale and Commerce Certificate cannot be extended beyond 2 years from the date of issuance.

Q38. 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 a Free Sale and Commerce Certificate:
- Details of items for which Free Sale & Commerce Certificate is sought to be obtained
- Certificates such as the FSSAI etc.

Q39. 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.

Q40. What modifications am I allowed to request for against an issued Free Sale and Commerce Certificate? What is the process for the same?
OR
How can I apply for amendment of a Free Sale and Commerce Certificate?

Modifications to an issued Free Sale and Commerce Certificate is not permitted. Please raise a fresh request for application of issuance of the Free Sale and Commerce Certificate instead.