Please refer https://dgft.gov.in for latest FAQs & Help Documents

The Identity Card System

Q1.   What is an Identity card? What is the benefit of an Identity Card?

To facilitate collection of authorisations and other documents, identity cards may be issued to the proprietor/ partners/ directors and the authorized employees.
The documents/authorisations may be delivered to the identity card holder and the officials of the Directorate General of Foreign Trade (DGFT) shall not be responsible for any loss etc. of the documents/authorisations thereafter.

Q2.   Who can be issued an identity card?

Proprietor/Partner/Director or an authorized employee of a firm may be issued an identity card for representing their firm at DGFT. No more than three identity cards can be issued to a firm. However, in case of limited companies, the Head of the Regional Office may approve the allotment of more than three identity cards per company.

Q3.   What are the prerequisites for applying for an identity card?

To apply for an identity card, 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**.
- The person against whose name the identity card is to be issued, must be registered on the portal and must be linked with an IEC.
- A minimum of 3 authorisations should have been issued to the IEC to issue an identity card.

Q4.   If my IEC is in DEL/cancelled/suspended, am I eligible to apply for an identity card?

If your IEC is in DEL, you shall be allowed to proceed with submission of your request for issuance of an identity card.

If your IEC is cancelled/suspended, you shall not be allowed to proceed with submission of your request for the issuance of an identity card.

Q5.   Who can apply for an identity card?

Any representative of the firm who has his user profile linked with the designed IEC, may apply for issuance of an identity card.

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 identity card
- 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 applications of identity card
- My Dashboard > Submitted Applications
- Enter **Type of Scheme** (Select in dropdown: Certificate Management) and **Type of Sub Scheme** (Apply for ID)
- 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 ID)
- Click on **Search**
- Click on **Action** (Under the Results) > **Withdraw**

Q10. Where can I view my approved identity cards?

Please follow the below path to get the approved identity cards
- My Dashboard > Submitted Applications
- Enter **Type of Scheme** (Select in dropdown: Certificate Management) and **Type of Sub Scheme** (Apply for ID)
- 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 an identity card
- My Dashboard > Submitted Applications.
- Enter **Type of Scheme** (Select in dropdown: Certificate Management) and **Type of Sub Scheme** (Apply for ID)
- 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 an identity card
- My Dashboard > Submitted Applications.
- Enter **Type of Scheme** (Select in dropdown: Certificate Management) and **Type of Sub Scheme** (Apply for ID)
- 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 Identity card
- **My Dashboard > Submitted Applications**

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

Q15. 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 ID)
- 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.

Q16. 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.

Q17. 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.

Issuance of Identity Card

Q18. Where can we apply for issuance of an identity card?
OR
Where can we get the link to apply for an Identity card?

Please follow the below path to apply for issuance of an identity card:

- **Services > Certificate Management > ID card**
- Click on **Apply for Identity Card (ANF – 2B)**

Q19. Why do I get an error message "Please update IEC profile using following path: Home/Services/Importer Exporter Code (IEC)/Modify IEC Profile"?

When you declare that your IEC profile is not updated, you get this error message. Please update your profile by redirecting to the IEC Profile to modify it. Please use the below link to modify the details of your IEC.
Home > Services > Importer Exporter Code (IEC) > Modify IEC Profile.

Q20. Why do I get an error message "An ID Card is already been issued with this name."?

Not more than one identity card shall be issued to a single person. Incase you have lost your identity card, you may try re-printing it. To get a fresh identity card issued against the same person, you may surrender the previous identity card and then try again.

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

In the application for the issuance of the authorisation, choose the branch code of a branch where the person against whom the identity card is to be issued is deployed.

Q22. Why do I get an error message "<Field Name> is required/cannot be empty"?

This error message appears when you haven't filled any value in the field "<Field Name>". Please fill the value to proceed.

Q23. Why do I get an error message "Please apply for IEC or link your user to IEC to avail services related to ID Card"?

This error message appears when your user has no IEC linked. It is mandatory to link your profile to an IEC to avail the services related to Identity card.

Please link you profile to an IEC.

Q24. What is the application fee?

A flat fee of INR 500/- will need to be paid through electronic mode in the online system for each application of issuance of an identity card.

Q25. How long is an identity card valid for?
    OR
    What is the validity of an identity card?

An identity card is valid for a period of 3 years from the date of issuance.

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

The following attachments/documents are mandatory for submission of your application for the issuance of an identity card:
- A passport sized photograph of the person in whose name the identity card is to be issued, is required to be uploaded for the issuance of the same.
- A proof of identity which may be Aadhaar Card/Pan Card/Voter ID/Driving License etc.
- Scanned copy of the employee details on the company letterhead.

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. I am not able to apply for issuance of the identity card and the system gives me an error stating that my firm has been issued 3 identity cards. What should I do?

Apart from Limited companies, no other company is permitted to be issued more than three identity cards.

Amendment

Q29. Is there a time period for amendment of an issued identity card?

An identity card may be amendment at any time during its validity.

Q30. What modifications am I allowed to request for against an issued identity card? What is the process for the same?
OR
How can I apply for amendment of an issued identity card?

You shall be permitted to modify the name and the designation of the person in whose name the identity card is to be issued.

Please follow the below steps to request for amendment to the issued identity card:
* Services > Certificate Management > ID Card
* Click on **Manage Identity card**
* Select the identity card from the list given which needs to be modified and click on 'Amend'.

Q31. What is the validity of my amended identity card?

An identity card is valid for a period of 3 years from the date of issuance. The validity shall not be increased when amended.

Q32. What is the application fee?

A flat fee of INR 500/- will need to be paid through electronic mode in the online system for each application of amendment of an identity card.

Q33. 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.

Renewal

Q34. Is there a time period for renewal of an issued identity card?

An identity card may be renewed at any time during its validity.

Q35. How can I apply for renewal of an issued identity card?

Please follow the below steps to request for amendment to the issued identity card:
- Services > Certificate Management > ID Card
- Click on **Manage Identity card**
- Select the identity card from the list given which needs to be modified and click on 'Renew'.

Q36. What is the application fee?

A flat fee of INR 500/- will need to be paid through electronic mode in the online system for each application of amendment of an identity card.

Q37. What is the validity of my renewed identity card?

An identity card is valid for a period of 3 years from the date of issuance.

Q38. 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.

Surrender

Q39. Can I surrender my Identity card? How can I surrender my Identity Card?
OR
When should I surrender my Identity card?

An identity card must be surrendered to avoid any fraudulent activities. You must surrender your identity card if you no more require it or you are not part of the firm anymore.

Please follow the below steps to request for amendment to the issued identity card:
- Services > Certificate Management > ID Card
- Click on **Manage Identity card**
- Select the identity card from the list given which needs to be modified and click on 'Surrender'.

Q40. What is the application fee?

There is no fee for surrendering your identity card.

Q41. Why do I get an error message "Sorry, you cannot proceed with this application, as your application is already Surrendered/Revoked"?

You get this error message if you have already surrendered the selected identity card. To revoke the same, you may apply for a fresh identity card.

Q42. 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.

Print Identity Card

Q43. Where can I view or print my issued identity card?

Please follow the below steps to print the identity cards issued:
- Services > Certificate Management > ID Card
- Click on **Manage Identity card**
- Select the identity card from the list given which needs to be print and click on 'Print ID Card'.

Q44. I lost my printed identity card. Can I re-print?

If you have lost your printed identity card, you may re-print the issued identity card again. There is no limit on the no. of reprints one can take.