



विदेश व्यापार महानिदेशालय
DIRECTORATE GENERAL OF
FOREIGN TRADE

Directorate General of Foreign Trade

User Guide

Export Promotion Mission (EPM) Bank(IES)

Version 1.0

Updated on March-2026

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1. Introduction and Accessing DGFT Portal

This document is the help file for basic IEC functions 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 12 +

Users are advised to refer to the latest help file available under Learn > Online Help & FAQs in the DGFT Portal.

2. Contact@DGFT

To raise any concern to DGFT the user may call the given Toll Free Helpline number given on the DGFT Portal or raise a service request through DGFT Helpdesk service under Services “DGFT Helpdesk Service”.

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 “**Bank Official**”

COMMERCE AND INDUSTRY | Skip to main content | Sitemap | A- A A+ | Helpline: 1800-572-1550 / 1800-111-550 | ASK VAHEL

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विदेश व्यापार महानिदेशालय
DIRECTORATE GENERAL OF
FOREIGN TRADE

Glad to see you

LOGIN REGISTER

Register User As*

Bank Officials

Please Select

Importer/Exporter

IMC/NC/EFC/IMWG Technical Authorities

Foreign Importer/Exporter

Export Promotion Council (EPC) / Commodity Board (CB)

Certifying Authority - CA, CMA, CS, CE

Pre-Shipment Inspection Agency

Bank Officials

Please Select

Select Product

Indian Trade S

parent, and acc
icate (eBRC) syst
ed, the exporte

This is a mandatory field



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.

You can change your password here. Please keep your password safe.

All fields are mandatory

Current Password*

New Password*

Confirm Password*

Password Hint:

- Password should have minimum 8 characters & maximum 12 characters.
- Password should have at least one upper case(A-Z)
- Password should have at least one lower case(a-z)
- Password should have at least one number(0-9)
- Password should have at least one special character out of these acceptable characters (\$ & !) * , @ [^ _ { } - =) or a space
- A password may contain a space but this cannot be at the start or the end.
- Please do not use any other special characters not included on this list; (for example ! " % or +) and also please make sure you don't accidentally leave a space at the beginning or end of the password.

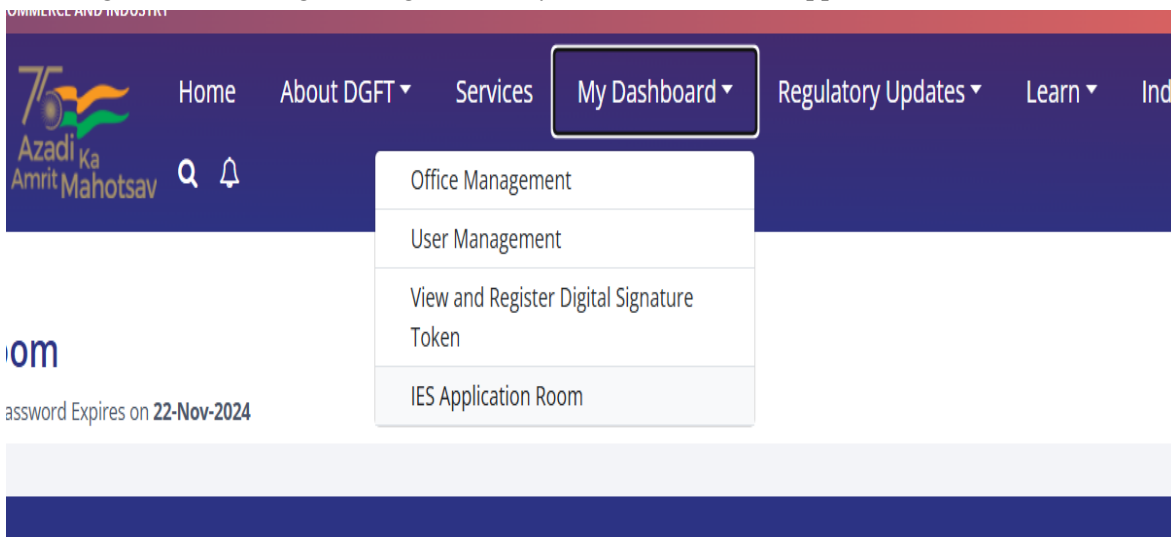


Type the above CAPTCHA Code.

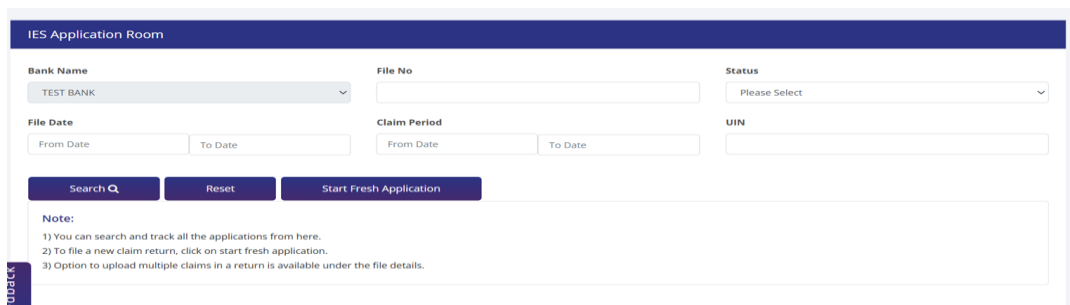
Submit

4. Claim Submission by Bank

1. Visit the DGFT website <https://www.dgft.gov.in/CP> and login in to the portal using valid credentials.
2. Post login click on navigate using Menu “My Dashboard >> IES Application Room”.



3. Click on “**Start Fresh Application**”, system will navigate the user to IES Claim Submission Page.



^

Bank Name TEST BANK	Draft Number DRAFTIESCLAIM00266049AM26	File Status Draft
File Number <small>Note: File Number is generated once return is submitted to RBI.</small>	Claim Period * From Date: <input type="text"/> To Date: <input type="text"/>	<small>Note: Enter the claim period for which return is being prepared.</small>

^

1. Bank details will be auto populated, and officer must enter claim period for which they are submitting the claim.

File Type(Claim / Refund File) *

Refund File Claim File

Note:

- 1) You can attach multiple cases to a return.
- 2) You can either add cases manually one by one or use the bulk upload utility to attach.
- 3) System will validate the UIN and other details as per data available and populate automatically.
- 4) To view the IES application filed by Exporter, click on the UIN Number.
- 5) It is recommended to use Bulk Upload feature in case the number of cases to be attached is more than 25.
- 6) Please refer to the instructions mentioned in Instruction sheet of Bulk Upload template.

Add Claim
Bulk Upload
Download Sample Excel
i

- 2. Select File type for the claim submission (claim file).
- 3. Select Add Claim for the manual entry, select bulk upload to upload the excel. Download sample excel for the bulk upload.

Note: While entering the details please check there is no extra space and special character in the data.

Sr. No.	Unique ID Number (UIN)	Loan Sanction Date	Loan Disbursal Date	Type of Loan	Bank Reference Number	Export Value (in USD)	Export Order Value (INR)	Total Loan Amount Disbursed (by the bank officer)	Loan Tenure (in day(s))	Prior to Subvention Rate of interest (in %)
No data available in table										

Showing 0 to 0 of 0 entries Previous Next

Number of Claims	Total Loan Amount Disbursed (by the bank officer)	Total Net Subvention Value

4. All the added details will be shown on this table.

^
Attachments

Click or Drag and Drop file to upload

Uploaded Size : 0.00 MB

Note: Maximum 10 Attachment of 5 MB Allowed (Only pdf are allowed)

Note:

- 1) External auditor certificate is mandatory to be uploaded.
- 2) Please upload legible / readable documents.
- 3) Allowed File Types = PDF; File Size = 5 MB TOTAL FILES; Maximum Files Allowed for Upload = 10.

5.Upload mandatory attachments.

6. Accept the declaration.

Declaration

I hereby declare that the information provided in the file has been validated and is correct. *

Name	Designation	Email
<input type="text" value="Naimish Keraliya"/>	<input type="text" value="NA"/>	<input type="text" value="naimish.test@outlook.com"/>
Place	IP	File Date
<input type="text" value="Gandhinagar"/>	<input type="text" value="167.103.186.116"/>	<input type="text" value="12/03/2026"/>

Notes

1. User is advised to Save Draft at regular intervals to prevent any data loss.
2. You can Preview the Draft Application before submission.
3. You can submit the claim return for internal review within bank before submitting to RBI.
4. You can also directly submit the file to RBI for processing.

Save Draft

Preview

Send to Another User

Submit to RBI

Back

7.Officer can save the data, send it to another user for review and can directly submit it to RBI.

Notes

1. User is advised to Save Draft at regular intervals to prevent any data loss.
2. You can Preview the Draft.
3. You can submit the claim.
4. You can also directly submit the claim.

Save Draft

Draft Saved Failed. Max limit for 50 lacs for IEC (██████████) with UDIN's ██████████ is already exceeded for current financial year.

OK

ABOUT US
DGFT Organization Structure
HQ Contact
RA Contact
Citizen Charter
Complaints / Suggestions / Feedback

Feedback

FT D&R Act
1800-572-1550
1800-111-550
dgfted[at]nic[dot]in

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22°C
Mostly clear

Search

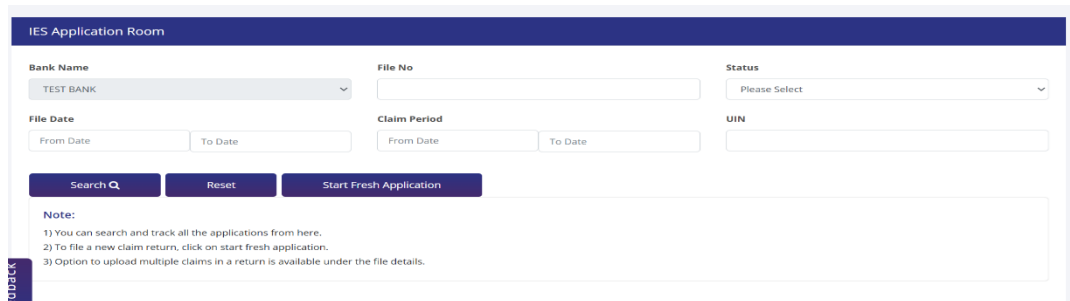
ENG IN 11:32 23-03-2026

NOTE : This error is displayed because the claim amount exceeds the maximum allowed limit of ₹50 lakhs for the IEC. Claims above this limit cannot be submitted.”

5. Viewing the Submitted Application

Users can view submitted applications through the dashboard by following the steps below:

- Steps to View Submitted Application
 1. Navigate to My Dashboard.
 2. Click on IES Application Room.



The screenshot shows the 'IES Application Room' interface. It features a search filter section with the following fields:

- Bank Name:** A dropdown menu currently showing 'TEST BANK'.
- File No:** A text input field.
- Status:** A dropdown menu with 'Please Select' as the current selection.
- File Date:** Two date input fields labeled 'From Date' and 'To Date'.
- Claim Period:** Two date input fields labeled 'From Date' and 'To Date'.
- UIN:** A text input field.

Below the filters are three buttons: 'Search Q', 'Reset', and 'Start Fresh Application'. A 'Note' section contains the following instructions:

- 1) You can search and track all the applications from here.
- 2) To file a new claim return, click on start fresh application.
- 3) Option to upload multiple claims in a return is available under the file details.

3. Use the available filters to search for the required application:
4. Enter the relevant details in the filter fields.
5. Click on the Search button.

From the search results, click on the File Number of the desired application.