

**GOVERNMENT OF INDIA
MINISTRY OF COMMERCE & INDUSTRY
(DEPARTMENT OF COMMERCE)
DIRECTORATE GENERAL OF FOREIGN TRADE
UDYOG BHAVAN, NEW DELHI**

Dated 4.2.2003

O & M Instruction No 1 /2003

Subject: - Appointment and visit of exporters and other members of Public at Headquarters and field offices.

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Instructions regarding timely disposal of applications/receipts have been issued on several occasions in the past. Delay in disposal of applications/ receipts results in increase in correspondence, telephone calls and frequent visits of exporters in the offices. As such it is desired that following points may be adhered to by officers of Headquarters as well as field offices:-

- (i) Exporters come to meet the officers only after their letters and phone calls fail in eliciting the information that they are looking for. Quick disposal of files and responding on telephone would help or in getting down the visits by members of Public to the offices.
- (ii) Unless physically prevented from coming to office or unless there is unforeseen circumstance, the officers must meet member of Public at the time communicated to them. This should be most scrupulously followed in case of outstation visitors. It would be inconsiderate on the part of office if the officers do not stick to the time of meeting when visitors have arrived at the office after obtaining time in advance.

This issues with the approval of DGFT.

Sd/-
(Maya D.Kem)
Jt. Director General of Foreign Trade

1. All Officers/Sections at Hqrs.
2. All Regional Offices

(Issued from F.No.01/69/12/00002/2003/O&M)