

CHAPTER 8

**Quality Complaints
and Trade Disputes**

Chapter-8

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8.01 Committee on Quality Complaint S Trade Dispute (CQCTD)

For effective dealing of quality complaints and trade disputes, a Committee on Quality Complaint S Trade Dispute (CQCTD) is constituted in the 20 offices of the DGFT. Name of the office, where CQCTD has been constituted and jurisdiction of CQCTD is given in the table below:

Sl. No.	Location of CQCTD	Designation of Chairperson	Jurisdiction of the CQCTD
Northern Zone			
1	Addl. DGFT, CLA, New Delhi	Addl. DGFT	CLA, New Delhi
2	Jt. DGFT, Panipat	Jt. DGFT	RA, Panipat
3	Jt. DGFT, Jaipur	Jt. DGFT	RA, Jaipur
4	Jt. DGFT, Kanpur	Jt. DGFT	RA, Kanpur
5	Addl. DGFT, Ludhiana	Addl. DGFT	RA, Ludhiana; RA, Jammu and RA, Srinagar
6	Jt. DGFT, Varanasi	Jt. DGFT	RA, Varanasi
Western Zone			
7	Addl. DGFT, Mumbai	Addl. DGFT	RA, Mumbai and RA, Nagpur
8	Jt. DGFT, Pune	Jt. DGFT	RA, Pune
9	Dy. DGFT, Vadodara	Jt. DGFT	RA, Vadodara
10	Addl. DGFT, Ahmedabad	Addl. DGFT	RA, Ahmedabad
11	Jt. DGFT, Surat	Jt. DGFT	RA, Surat
12	Jt. DGFT, Indore	Jt. DGFT	RA, Indore and RA, Bhopal
13.	Jt. DGFT, Rajkot	Jt. DGFT	RA, Rajkot
Eastern Zone			
14	Addl. DGFT, Kolkata	Addl. DGFT	RA, Kolkata and RA, Guwahati
Southern Zone			
15	Addl. DGFT, Chennai	Addl. DGFT	RA, Chennai
16	Addl. DGFT, Bangalore	Addl. DGFT	RA, Bangalore

17.	Addl. DGFT, Hyderabad	Addl. DGFT	RA, Hyderabad
18	Jt. DGFT, Coimbatore	Jt. DGFT	RA, Coimbatore
19	Dy. DGFT, Vishakhapatnam	Dy. DGFT	RA, Vishakhapatnam
20	Jt. DGFT Cochin	Jt. DGFT	RA, Cochin

8.02 Composition of the CQCTD

The CQCTD may comprise the following members:

1. Additional DGFT/Joint DGFT/ (H.O.O):Chairperson
2. Representative of Bureau of India Standard (BIS):Member
3. Representative of Agricultural and Processed Food Products Export Development Authority (APEDA): Member
4. Representative of the Branch Manager of the concerned Bank: Member
5. Representative of Federation of Indian Exporter Organisation (FIEO)/ and OR Export Promotion Council/Commodity Boards: Member
6. Representative of Export Inspection Agency: Member
7. Nominee of Director of Industries of State Government: Member
8. Nominee of Development Commissioner of MSME: Member
9. Officer as nominated by Chairperson: Member Secretary
10. Any other agency, as co-opted by Chairperson: Member.

8.03 Online Filing and Tracking of Quality Complaints/Trade Disputes

A request for investigation and settlement of quality complaint/trade dispute would be filed online by an Indian/foreign entity at “www.dgft.gov.in>Services>Quality Complaints S Trade Disputes>fill Online Application Form”. Such complaint would be submitted online to the jurisdictional Regional Authorities of DGFT as well as to the concerned Indian Mission. On submission, a Unique Reference Number will be generated and sent to the email id of the complainant. The complainant can also upload supporting documents along with the complaint or later on.

8.04 Mechanism for resolving Quality Complaints/Trade Disputes

- i. CQCTD in the Regional Authorities of the DGFT would take up the matter with the concerned entity or authorities in their jurisdiction for resolving the complaint and would update status online on a regular basis,

- ii. Wherever necessary, action would be taken against the erring Indian Entity under the Foreign Trade (Development S Regulation) Act, 1992, as amended and the Foreign Trade (Regulation) Rules, 1993, as amended,
- iii. The Indian Missions would take up the issue with authorities concerned for resolving the complaint and would update status online on regular basis,
- iv. The facility of tracking and viewing status of the complaints/disputes by the complainant has also been provided on the DGFT website.

8.05 Choice to pursue other options

This mechanism is to provide an additional window for resolution of complaints/disputes to create confidence in business environment in the country. Efforts would be made to resolve the complaints amicably and expeditiously. However, this mechanism is only conciliatory in nature. The aggrieved parties are free to pursue any other course of action including legal action against the erring party. Disputes between two Indian parties or between two foreign parties are not covered under this mechanism.