

## **CITIZEN'S CHARTER**

DIRECTORATE GENERAL OF FOREIGN TRADE  
GOVERNMENT OF INDIA  
GOVERNMENT OF INDIA  
MINISTRY OF COMMERCE AND INDUSTRY  
DEPARTMENT OF COMMERCE  
NEW DELHI -110011

### **ORGANIZATIONAL SET-UP:**

Directorate General of Foreign Trade is an attached office of the Department of Commerce, Ministry of Commerce and Industry. The headquarter is in Udyog Bhavan, New Delhi. There are four Zonal Offices at Delhi, Mumbai, Kolkata and Chennai headed by Additional Director General of Foreign Trade. There are 24 Regional Authorities (RAs) all over the country.

### **OUR VISION AND MISSION**

The vision underpinning the Foreign Trade Policy for 2015-2020 (as extended upto 30.09.2021) is to make India a significant participant in world trade by the year 2020 and to enable the country to assume a position of leadership in the international trade discourse.

1. Strong trade relations will help India to forge stronger relationships in its immediate neighbourhood and in new directions, both bilaterally as well as through regional forums;
2. The policy of market diversification which has stood India in good stead during the global economic downturn will continue to be a key determinant of the country's trade policy, together with product diversification;
3. High quality products are their own best advertisement. Recognizing the increasing role of standards in global trade and the steps India needs to take both to strengthen its own standards as well as to meet the challenges posed to its exports, a roadmap has been developed on measures required to protect consumers, raise the quality of the merchandise produced and greatly enhance India's capacity to export to discerning markets;

4. The increasing challenge of Non-Tariff Measures (NTMs) used by various countries cannot be wished away. India will have to adopt a multi-pronged strategy to deal with NTMs and to increase overseas market access. Equally, there is a need to put in place measures to keep out sub-standard products by strengthening monitoring and surveillance systems;

5. Further, in an increasingly competitive world, branding plays an indispensable role in global positioning and the FTP addresses this issue as well. Branding campaigns are being planned for promoting exports from sectors such as services, pharmaceuticals, plantations and engineering as well as of commodities and services in which India has traditional strengths, such as handicrafts and yoga;

6. Efforts at the operational level include the simplification of procedures and digitization of various processes. The purpose of Digitization in procedures is for making seamless online integration with all government agencies, including Customs etc. reducing human intervention and bringing in transparency. Specific measures will be taken to facilitate the entry of new entrepreneurs and manufacturers in global trade through extensive training programmes;

7. While the Government of India is responsible for policy on foreign trade, much of the activity at the ground level takes place in the States. State Governments play a crucial role in promoting exports and rationalizing non-essential imports. Steps have, therefore, been taken to mainstream States in the process of international trade. Further, in order to boost exports from India, a bottom-up approach has been adopted under "Districts as Export Hubs" with an objective to empower each district to focus on developing export of identified products from the district thereby generating economic activity and employment at the district level;

8. The FTP also recognizes the country's commitment to its international obligations and thereby provide a framework for its implementation through the Policy;

9. Exploring new markets and new products as well as increasing India's share in the traditional markets and products, leveraging benefits of GST; close monitoring of export performances and taking immediate corrective measures based on state-of-the-art data analysis; increasing ease of trading across borders; increasing the realizations from Indian agriculture based exports and promoting exports from MSMEs.

## **GOALS AND OBJECTIVES**

1. A vision is best achieved through measurable targets. An ambitious target of US \$ 400 billion of goods/merchandise exports for the current year 2021-22 has been fixed keeping in view the critical role of exports in catalysing economic activities which were impacted by the COVID-19 pandemic;
2. The target has been set in the context of our immense export potential, past trends, recent initiatives taken by the Government and the need to push the economy.
3. The FTP for 2015-2020 (as extended upto 30.09.2021) seeks to achieve the following objectives:
  - a. To provide a stable and sustainable policy environment for foreign trade in merchandise and services;
  - b. To link rules, procedures and incentives for exports and imports with other initiatives such as "Make in India", "Digital India" and "Skills India" to create an "Export Promotion Mission" for India;
  - c. To promote the diversification of India's export basket by helping various sectors of the Indian economy to gain global competitiveness with a view to promoting exports;
  - d. To create an architecture for India's global trade engagement with a view to expanding its markets and better integrating with major regions, thereby increasing the demand for India's products and contributing to the government's flagship "Make in India" initiative;
  - e. To provide a mechanism for regular appraisal in order to rationalize imports and reduce the trade imbalance.

## **OUR VALUES:**

- a. Accountability and e-governance
- b. Transparency in operations and Access to information
- c. Improving the performance and integrity of public services

## **OUR CLIENTS:**

All producers and consumers of goods and services in general and exporters and importers in particular.

## **OUR COMMITMENT:**

To facilitate international trade in goods & services and thereby stimulate sustained national economic growth, through coordinated efforts of the Union and the State Governments, by providing a trade environment that is transparent, equitable, proactive, based on consultation that enhances the users confidence in the organization.

## **SERVICES PROVIDED:**

Our mandate is to formulate and implement Foreign Trade Policy of the Government of India for delivery of efficient and quality services to our clients. We are committed to provide integrated EDI platform for Trade.

## **EXPORT FACILITATION:**

- i. DGFT has been functioning as a facilitator of exports and imports. Our focus is on good governance, on clean, transparent and accountable delivery systems.
- ii. Zonal/Regional offices of DGFT are also functioning as Export Facilitation Centers and as nodal agencies to attend to the problems of trade and industry and to coordinate with different departments.
- iii. DGFT has also taken up the role of mentoring new and prospective exporters in the arena of international trade under its new initiative of '**NIRYAT BANDHU**' and 'Districts as Export Hubs'.
- iv. All application process for trade related documents have been made online for convenience of the public.

## **STANDARDS AND QUALITY OF SERVICES TO OUR CLIENTS:**

DGFT Hqrs., New Delhi is an ISO 9001:2008 awardee Organisation. Its Regional offices at Cochin, Mumbai and CLA (New Delhi) are also ISO Certified offices. It is the consistent endeavour of our organization to deal with our clients in an open and transparent manner and ensure disposal of all applications within the time schedule as prescribed in the policy/procedures. In case of delay, the clients can approach the concerned Addl. DGFT/Joint DGFT with prior appointment. Cases of inordinate delay where the matter has not been resolved by Addl. DGFT/Joint DGFT could be brought to the notice of the Director General of Foreign Trade for taking remedial measures. DGFT also monitors disposal of applications filed in different Regional Authorities at its Headquarters to take remedial measures.

## **GRIEVANCE REDRESSAL:**

Under Foreign Trade Policy 2015-2020 (as extended upto 30.09.2021), DGFT has set-up a Policy Relaxation Committee under chairmanship of DGFT consisting of all Addl. DGFTs and Jt. DGFTs to look into the requests seeking policy relaxation or relief on grounds of genuine hardship and adverse impact on trade. Every exporter/importer has a right to seek and have an opportunity to make a representation to the Policy Relaxation Committee.

Vide Trade Notification No. 14 dated 24.08.2016, Grievance Redressal Committees at HQ and in the offices of Zonal Additional DGFTs have been constituted for speedy disposal of pending grievances. **All Regional Authorities have also allotted one hour time (all working day) to address the grievances of the exporters/importers.**

## **RIGHT TO INFORMATION:**

We have implemented the Right to Information Act, 2005. The details of action taken on implementation of this act, including lists of Central Public Information Officers (CPIOs) and Appellate Authorities are given on the DGFTs website under "Right to Information Act" icon.

## **TIME BOUND DISPOSAL OF APPLICATIONS**

Regional Authority shall dispose of applications expeditiously. Following time schedule shall normally be followed to dispose of applications provided it is complete in all respects and is accompanied by prescribed documents.

S.No	Category of application	Time limit for Disposal (in working days)
1	IEC Number	2
2	Advance Authorization where Input-Output norms are notified or under paragraph 4.07 of HBP, Advance Authorization for Annual Requirement and DFIA.	3
3	Fixation of input output norms	120
4	Issuance of EPCG Authorizations	3

5	All Authorizations under Gem & Jewellery Scheme	3
6	Revalidation of Authorizations and extension of export obligation period by RA	3
7	Acceptance of BG/LUT	3
8	Redemption / EODC of Advance Authorization / DFIA	15
9	Redemption of EPCG Authorizations and release of BG / LUT.	30
10	Issuance/renewal of status certificate	3
11	Amendment of any category of Authorization	3
12	Miscellaneous	10
13	Refund of DBK/TED under deemed export	30
14	Fixation of Brand Rate for duty drawback	30
15	Schemes of Chapter 3	3
16	Public Grievances	60

In all the above cases, the number day is counted from the date of submission of complete application. Cases of undue delay in disposal of applications may be brought to notice of head of regional offices by way of a written representation, which shall be promptly enquired into and responded to.

**NODAL OFFICER FOR DGFT:**

In order to ensure effective implementation of the Charter, Nodal Officer for DGFT is designated as under:

Shri Hardeep Singh,  
 Additional Director General Foreign Trade  
 Directorate General Foreign Trade, Udyog Bhawan,  
 New Delhi-110011 Ph. No. 011 - 23063466  
 E-mail: hardeep[dot]singh[at]nic[dot]in

**Review of the Charter:**

The charter will be reviewed every year to examine feedback and suggestions, if any, as received from various stakeholders.