

**Government of India**  
**Department of Commerce**  
**Directorate General of Foreign Trade**

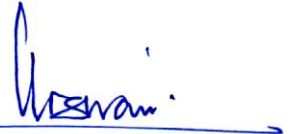
Udyog Bhawan, New Delhi  
Dated the 23<sup>rd</sup> December, 2020

**O&M Instruction No 03/2020**

To promote ease of doing business and to provide an institutional mechanism for the redressal of exporters' grievances, all Regional Authorities/Zonal Offices of DGFT should schedule **Video Conferencing (VC) for at least an hour on every working day.**

2. The RAs are advised to fix a time schedule of VC which may be notified for public information to all stakeholders including exporters, Industry Associations, Export Promotion Councils etc.

3. The above Instruction should be immediately put into implementation with a copy of public notice be sent to the O&M Division and Coordination Division of DGFT Hqrs, so that RA wise time schedule for public redressal is compiled and also made available on DGFT website.



(Arunoday Goswami)

**Joint Director General of Foreign Trade**

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To

All Zonal/Regional Authorities of DGFT

Copy for information to:

1. Sr. PS to DGFT
2. All Addl DGFT/Joint DGFT/Dy DGFT in DGFT Hqrs.

**(Issued from F. No. 01/69/12/01/2020 – O&M)**