

JT. DGFT MUMBAI TRADE NOTICE

-COPY OF-

TRADE NOTICE NO.1/2015-16

Dated 1st June, 2015

To all concerned

Formulation of Committee on Quality Complaints & Trade Dispute (CQCTD)

As per Para 8.01 of the Handbook of Procedures of the Foreign Trade Policy 2015-2020, a Committee on Quality Complaints & Trade Dispute (CQCTD) is herewith constituted w.e.f. 1st June, 2015 in the office of the Additional Director General of Foreign trade, Mumbai. The purpose of the Committee is to effectively deal with trade disputes and complaints regarding quality.

The jurisdiction of this Committee (CQCTD) would extend to Zonal DGFT, Mumbai, RA Nagpur and RA Panjim. The Committee on Quality Complaints & Trade Dispute (CQCTD) is formulated herewith with the following members:

1. Additional DGFT., Mumbai : Chairperson
2. Representative from Bureau of Indian Standards (BIS) : Member
3. Representative from APEDA : Member
4. Representative from concerned bank : Member
(The representatives will vary as per the issues involved)
5. Representative from FIEO/EPCs : Member
(The representatives will vary as pr the issues involved)
6. Representatives from Export Inspection Agency : Member
7. Nominee of Director of Industries of Government of Maharashtra. : Member
8. Nominee of Development Commissioner of MSME, Maharashtra : Member
9. Dr. Praveen Kumar, Astt. DGFT., Mumbai : Member Secretary
10. Any other agency as co-opted by Chairperson : Member

The Committee (CQCTD) would look into any application for investigation of quality complaints and/or other trade disputes which are filed in the office of Zonal DGFT, Mumbai/RA Nagpur and RA Panjim in the format given in ANF8 of Appendices and Aayaat Niryaat Forms which are duly supported by self-attested copies of relevant documents.

Further, complaints can also be filed online on DGFT website www.dgft.gov.in. The online complaints pertaining to the jurisdiction of the above Committee (CQCTD formulated above) will be forwarded by the Nodal officer in DGFT to the Addl. DGFT, Mumbai for examination and appropriate action.

The Committee (CQCTD) would investigate on the quality complaint and/or other trade disputes and after giving due opportunity of hearing to both sides, arrive at a conclusion to resolve the matter and the Committee (CQCTD)/RA will take action as considered appropriate.

Mechanism in resolving quality complaint and trade dispute

The mechanism in resolving quality complaint and trade dispute is given in Para 8.04 of Handbook of Procedures of Foreign Trade Policy 2015-2020. For the interest of trade, the entire procedure is being elucidated as follows regarding quality or other trade disputes.

- The complaint can be received a) from an importer abroad against an Indian exporter and b) from an Indian importer against foreign exporter in the jurisdiction of Zonal DGFT Mumbai, RA Nagpur and RA Panjim.
- The complainant will have to submit an application for investigation of quality complaints and/ or other trade disputes to the office of Addl. DGFT., Mumbai in the format given in ANF 8 of Appendices and Aayaat Niryaat Form. The complainant has to duly support his complaint with self-attested photocopies of relevant documents.
- The complainant can also file the complaint online on DGFT website www.dgft.gov.in.
- The complaints received in the DGFT office from the Indian importers against foreign exporters will be forwarded by the Nodal officer in the DGFT office to the concerned Foreign Trade (FT) Division in the Department of Commerce (DoC). FT Division in DoC will take up the complaint with the concerned Embassy/High Commission/Consulate General in India and with concerned Indian Embassy/High Commission abroad for effective resolution of the complaint.
- As stated above, the online complaints pertaining to the jurisdiction of the above Committee (CQCTD formulated above) will be forwarded by the Nodal officer in DGFT to the Addl. DGFT, Mumbai for examination and appropriate action.

The above Trade Notice is issued herewith for the benefit of trade.

Sd/-
(Dr. Kavita Gupta)
Additional Director General of Foreign Trade

Addl.DGFT/MUM/2015-16 Issued
by:
Office of the Additional Director General of Foreign Trade Mumbai

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