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**(Ph.D., MBA, LLB, B.Sc.)**  
**Secretary General, AEPC**

AEPC/HO/SG/R&PA/2022  
January 07, 2022

**Subject: Continuation of operations of the DGFT 'COVID-19 Helpdesk' for International Trade related Issues'**

AEPC in its efforts to spread awareness among apparel exporters, share relevant notifications / circulars etc. issued by Central / State Governments from time to time.

2. In this regard, we would like to share the Trade Notice No. 29/2021-2022 dated 06/01/2022 issued by DGFT regarding Continuation of operations of the DGFT 'COVID-19 Helpdesk' for International Trade related Issues'. Vide the said Trade Notice, the DGFT has informed that:-

i) Department of Commerce and DGFT have undertaken to monitor the status of export and imports and difficulties being faced by trade stakeholders in view of the surge of COVID-19 cases. DGFT has operationalised a 'COVID-19 Helpdesk' to support and seek suitable resolutions to issues arising in respect of International Trade.

ii) The 'COVID-19 Helpdesk' would look into issues relating to Department of Commerce/DGFT, Import and Export Licensing Issues, Customs clearance delays and complexities arising thereon, Import/Export documentation issues, Banking matters etc. Helpdesk would also collect and collate trade related issues concerning other Ministries/Departments/Agencies of Central Government and State Governments and will co-ordinate to seek their support and provide possible resolution(s).

iii) Export-Import community may submit information on the DGFT website and submit information relating to their issues on which support is required using the following steps:

- a) Navigate to the DGFT Website (<https://dgft.gov.in>) -- > Services -- > DGFT Helpdesk Service.
- b) 'Create New Request' and select the Category as 'Covid-19
- c) Select the suitable sub-category, enter the other relevant details and submit

3. Alternatively, you may send your issues to email id: [dgftedi@nic.in](mailto:dgftedi@nic.in) with the subject header: Covid-19 Helpdesk, or call the Toll-Free No at 1800-111-550

4. The status of resolutions and feedback may be tracked using the Status tracker under the DGFT Helpdesk Services. Email and SMS would also be sent as and when the status of these tickets are updated.

5. A copy of the Trade Notice is enclosed herewith for your information please.

With warm regards,

Yours sincerely,

Dr. L.B. Singhal  
Secretary General