

Government of India
Ministry of Commerce and Industry
Department of Commerce
Directorate General of Foreign Trade

Dated: 26.04.2021
Udyog Bhawan, New Delhi

Trade Notice No. 02/2021-2022

To,

All Exporters/Members of Trade

All Export Promotion Councils/Commodity Boards

Subject: Operationalisation of DGFT 'COVID-19 Helpdesk' for International Trade related Issues'

The Department of Commerce, Government of India 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 accordingly operationalised a **'COVID-19 Helpdesk' to support and seek suitable resolutions to issues arising in respect of International Trade.**

2. This '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).

3. **EXIM community may submit information on the DGFT website** and submit information relating to their issues on which support is required using the following steps—

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

Alternatively, you may send your issues to email id: dgftedi@nic.in with the subject header: Covid-19 Helpdesk or call at Toll Free No 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. Trade Community is requested to kindly make use of the given facilities suitably.

This issues with the approval of the competent authority.



(Md. Moin Afaque)
Deputy Director General of Foreign Trade

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