

AEPC Circular No.- 90

Dr. L.B. Singhal

(Ph.D., MBA, LLB, B.Sc.)

Secretary General, AEPC

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Dear Members,

Sub: DGFT Helpdesk support now available on 24x7 basis- reg.

I am happy to share DGFT vide its Trade Notice No 02/2022-23 dated 22.04.2022 (enclosed) has made DGFT Help Desk support available 24x7 basis to the exporting community. The members of the trade may use any of the below channels to flag any issues, suggestions or feedback on matters related to DGFT as follows –

- i Call the Helpdesk support on Toll Free numbers 1800-572-1550 or 1800-11-1550
- ii Raise a Helpdesk ticket by navigating to DGFT website (<https://dgft.gov.in>) → Services → DGFT Helpdesk Service. Users may also see their earlier ticket(s) status on real-time basis or search previously filed requests.
- iii Write an email to dgftedi@nic.in

Trade Community may also refer to the Help manuals, FAQs and educational videos for suitable guidance. The same is available on the DGFT Website → Learn → ‘Application Help & FAQs’ for perusal of the trade community.

The trade is requested to take advantage of the operationalization of **DGFT Helpdesk support 24x7**

This is for the information of the trade.

With warm regards,

Yours sincerely,

Dr. L.B. Singhal

Secretary General