

CHAPTER 8

QUALITY COMPLAINTS AND TRADE DISPUTES

8.01 Committee on Quality Complaint & Trade Dispute (CQCTD)

For effective dealing of quality complaints and trade disputes, a Committee on Quality Complaint & Trade Dispute (CQCTD) is constituted in the 22 offices of the DGFT. Name of the office, where CQCTD has been constituted and jurisdiction of CQCTD is given in the table below:

| Sl. No | Location of CQCTD | Designation of Chairperson | Jurisdiction of the CQCTD |
|-----------------------------|----------------------------------|----------------------------|---|
| <u>Northern Zone</u> | | | |
| 1 | Zonal Addl. DGFT, CLA, New Delhi | Addl. DGFT | Zonal DGFT, New Delhi; RA, Moradabad and RA, Dehradun |
| 2 | Jt. DGFT, Chandigarh | Jt. DGFT | RA, Chandigarh; RA, Jammu and RA, Srinagar |
| 3 | Jt. DGFT, Panipat | Jt. DGFT | RA, Panipat |
| 4 | Jt. DGFT, Jaipur | Jt. DGFT | RA, Jaipur |
| 5 | Jt. DGFT, Kanpur | Jt. DGFT | RA, Kanpur |
| 6 | Jt. DGFT, Ludhiana | Jt. DGFT | RA, Ludhiana and RA, Amritsar |
| 7 | Jt. DGFT, Varanasi | Jt. DGFT | RA, Varanasi |
| <u>Western Zone</u> | | | |
| 8 | Zonal Addl. DGFT, Mumbai | Addl. DGFT | Zonal DGFT, Mumbai; RA, Nagpur and RA, Panjim |
| 9 | Jt. DGFT, Pune | Jt. DGFT | RA, Pune |
| 10 | Jt. DGFT, Vadodara | Jt. DGFT | RA, Vadodara and RA, Gandhidham, Kutch |
| 11 | Jt. DGFT, Ahmedabad | Jt. DGFT | RA, Ahmedabad |
| 12 | Jt. DGFT, Surat | Jt. DGFT | RA, Surat |
| 13 | Jt. DGFT, Bhopal | Jt. DGFT | RA, Bhopal and Indore extn.office |

| <u>Eastern Zone</u> | | | |
|-----------------------------|---------------------------|------------|---|
| 14 | Zonal Addl. DGFT, Kolkata | Addl. DGFT | Zonal DGFT, Kolkata; RA, Patna; RA, Guwahati; RA, Shillong and RA, Raipur, Chhattisgarh |
| 15 | Jt. DGFT, Cuttack | Jt. DGFT | RA, Cuttack |
| <u>Southern Zone</u> | | | |
| 16 | Zonal Addl. DGFT, Chennai | Addl. DGFT | Zonal DGFT, Chennai and RA Puducherry |
| 17 | Jt. DGFT, Bangalore | Jt. DGFT | RA, Bangalore |
| 18 | Jt. DGFT, Hyderabad | Jt. DGFT | RA, Hyderabad |
| 19 | Jt. DGFT, Madurai | Jt. DGFT | RA, Madurai |
| 20 | Jt. DGFT, Coimbatore | Jt. DGFT | RA, Coimbatore |
| 21 | Jt. DGFT, Vishakhapatnam | Jt. DGFT | RA, Vishakhapatnam |
| 22 | Jt. DGFT Cochin | Dy. DGFT | RA, Cochin and RA, Thiruvananthapuram |

8.02 Composition of the CQCTD

The CQCTD may comprise of the following members:

1. Additional DGFT/Joint DGFT/ (H.O.O): Chairperson
2. Representative of Bureau of India Standard (BIS): Member
3. Representative of Agricultural and Processed Food Products Export Development Authority: Member
4. Representative of the Branch Manager of the concerned Bank: Member
5. Representative of Federation of Indian Exporter Organisation / and OR Export Promotion Council: Member
6. Representative of Export Inspection Agency: Member
7. Nominee of Director of Industries of State Government: Member
8. Nominee of Development Commissioner of MSME: Member
9. Officer as nominated by Chairperson: Member Secretary
10. Any other agency, as co-opted by Chairperson: Member.

8.03 Online Filing and Tracking of Quality Complaints/Trade Disputes^[i]

(i) A request for investigation and settlement of quality complaint/trade dispute would be filled online by an Indian/foreign entity at www.dgft.ov.in>Services>File Quality/Trade Grievances>Fill Online Application Form”. Such complaint would be submitted online to the jurisdictional Regional Authorities of DGFT/SEZs as well as to the concerned Indian Mission. On submission, a Unique Reference Number will be generated and sent to the email id of the complainant. The complainant can also upload supporting documents along with the complaint or later on.

(ii) Detailed procedure for filling the complaint/dispute has been provided in Trade Notices No. 47/2015-20 dated 11.02.2019 and No. 08/2015-20 dated 26.04.2019. The Trade Notices are also available in DGFT website at the following link www.dgft.gov.in>Policies>Trade Notices.

8.04 Mechanism for resolving the complaints^[i]

CQCTD in the Regional Authorities of the DGFT/SEZs or Indian Missions would take up the matter with the concerned entity or authorities in their jurisdiction for resolving the complaint and would update status online on a regular basis. The facility of tracking and viewing status of the complaints/disputed by the complainant has also been provided.

8.05 Choice to pursue other options^[i]

The mechanism is to provide an additional window for resolution of the complaints/disputes to create confidence in business environment in the country. Efforts would be made to resolve the complaints amicably and expeditiously. However this mechanism is only reconciliatory in nature. The aggrieved parties are free to pursue any other course of action including legal action against the erring party. Disputes between the two Indian parties or between the two foreign parties are not covered under this mechanism.

^[i] Amended Para 8.03, 8.04, 8.05 Vide Public Notice No. 05/2015-20 dated 26.04.2019