

Grievance Redressal

-

First Level

In case of any complaints or grievances, exporters or their representatives can contact the officers handling the work as mentioned below for redressal of their grievances. Exporters or their representatives can also meet the concerned Jt. DGFT on all working days between 2.30-4.30 p.m. without prior appointment.

-

Work Assigned	Name of the officer and contact details	Designation
Head of Office : Head of Office : EPS I(A-G), EPS II(H-P), EPS-III (Q to Z), Grievance, Work relating to Para 9.8,9.9,9.10 and 9.11 of HB, ECA, & Status House Certificate, Chairman of CQCTD & Other Policy Matters	Ms, Vasundhara Sinha, IRS cladelhi-dgft@nic.in Tele No. 011-23379115 Fax : 011- 23379114	Addl.DGFT
Administration, Vigilance, General, EPS I(A-G), EPS II(H-P), EPS-III (Q to Z), Misc (AU, REP (TED/DBK), Niryat Bandhu Scheme, Record Branch	Shri Amiya Chandra amiya.chandra@nic.in 011-23379119	Jt.DGFT
Cash & Budget, Grievance Redressal & Welfare Officer, EDI/Computer, Appellate Authority under RTI Act, Litigation, Member of CQCTD(Chapter 8 of FTP 2015-20)	T R Prasad prasad.tr@nic.in 011-23379118	Jt.DGFT
ZALC-I(A TO L),,ZALC- II(M TO Z), Audit, Hindi Branch, PIAW, Policy Division(including Parliament Question), Registration of Contracts,R & I DES-I(A-F), DES II(G-L),DES III(M-R), DES- IV(S-Z), EPCG-I(A-L) & EPCG II(M-Z), IEC, Counter Assistance & Export facilitation, All Reports, M.R charge of ISO 9001, ECA	R.P Meena r.p.meena@nic.in 011-23378737	JT.DGFT
	Manvendra Singh,ITS manvendra.singh60@nic.in 011-23379116	

Second Level

1. In case no response is received or the exporter is not satisfied with the response, the exporter or an official of his company can approach the Head of office through e-mail at cladelhi-dgft@nic.in or by fax at 011-23379114 with the following details:
 - (i) Copy of complaint
 - (ii) Response received, if any.
2. In case of urgency, exporters or their representatives can come for personal hearing with the Head of office on any Thursday between 12 noon to 12.30 p.m. with prior intimation to the personal staff of Head of office on telephone no. 011-23379115.
3. Grievance redressal Committee: The Grievance Redressal Committee has been constituted under Chairmanship of Additional DGFT in terms of para 9.9 of HBP v1. The Committee would meet once every month. Trade and Industry can send their grievances to the Committee as well, in the format given in Appendix 29 of HBP V1.

Note: The origin of e-mails sent to this office can be traced by our NIC experts and the computer used for sending such mails can be identified. Sending malicious e-mails is an offence under Section 66A of the Information Technology (Amendment) Act 2008 according to which any person who sends by means of computer resource or a communication device any information that is grossly offensive or has menacing character or any information which he knows to be false, but for the purpose of causing annoyance, inconvenience, danger, obstruction, insult, injury, criminal intimidation, enmity, hatred or ill will, any electronic mail or electronic mail message for the purpose of causing annoyance or

inconvenience or to deceive or to mislead the addressee or recipient about the origin of such message shall be punishable with imprisonment for a term which may extend to three years and with fine.