

**GOVERNMENT OF INDIA  
COMMERCE AND INDUSTRY  
LOK SABHA**

UNSTARRED QUESTION NO:3186  
ANSWERED ON:29.11.2010  
EXPORT GRIEVANCE REDRESSAL CELL  
Bhoi Shri Sanjay;Dhotre Shri Sanjay Shamrao

**Will the Minister of COMMERCE AND INDUSTRY be pleased to state:**

- (a) whether an Exporters' Grievance Redressal Cell (ERC) to monitor specific complaints from exporters for quick redressal is available with the Government;
- (b) if so, the details thereof;
- (c) the details of the complaints received and disposed of during the last three years by the ERC;
- (d) the complaints received by the Government from ERC and how much time is generally taken in their disposal; and
- (e) whether any time frame is set for the disposal of the said complaints and if so, the details thereof?

**Answer**

MINISTER OF THE STATE IN THE MINISTRY OF COMMERCE AND INDUSTRY (SHRI JYOTIRADITYA M. SCINDIA)

(a), (b), (d) & (e): In order to facilitate speedy redressal of grievance of Trade and Industry, a grievance redressal mechanism has been put in place in the form of GRC (GRIEVANCE REDRESSAL CELL) by Government resolution.

Government is committed to resolving all outstanding problems and dispute pertaining to past through GRC set up on 27.10.2002, for condoning delays, regularizing, breaches by exporters in bonafide cases, resolving disputes over entitlements, granting extension for utilization of authorization.

The Chairman of Grievance Redressal Committee is Additional Secretary of Department of Commerce and is assisted by two Joint Secretaries, one from Department of Commerce and the other from Department of Industrial Policy and Promotion, as member of the Committee.

Efforts are made to dispose off Grievance cases within a reasonable time. However, sometimes, clarification from any department is required, the disposal in turn entails some time.

(c): During the year 2007-08, 2008-09 & 2009-10, 85, 97 & 67 representations were received respectively which have been considered by Grievance Redressal Cell.