

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

UNSTARRED QUESTION NO:1785
ANSWERED ON:07.03.2011
EXPORT GRIEVANCE REDRESSAL CELL
Viswanathan Shri P.;Wankhede Shri Subhash Bapurao

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

- (a) whether any grievance redressal machinery exists for resolving the disputes of the exporters;
- (b) if so, the details thereof;
- (c) the number and nature of complaints received from exporters and disposed of by the Grievance Redressal Cell during the last three years, year-wise; and
- (d) the average time taken for disposal of complaints by such agency and the steps taken for reducing this time lag?

Answer

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

(a), (b), & (d) 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 a Government resolution.

Government is committed to resolving all outstanding problems and disputes pertaining to past periods through GRC set up on 27.10.2004 for condoning delays, regularization, breach by exports in bonafide cases, resolving disputes over entitlements, granting extension for utilization of authorizations.

The Chairman of Grievance Redressal Committee is Special 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 members 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.