

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

UNSTARRED QUESTION NO:7282
ANSWERED ON:21.05.2012
EXPORTERS GRIEVANCE REDRESSAL CELL
Singh Shri Jagada Nand

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

- (a) whether an Exporters` Grievance Redressal Cell (GRC) 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 off during each of the last three years by the GRC;
- (d) the details of the nature of the grievances lodged by the exporters;
- (e) whether any specific time frame has been fixed for the disposal of the said complaints; and
- (f) if so, the details thereof and if not, the reasons therefor?

Answer

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

a) Yes, Madam.

b) A grievance redressal mechanism has been put in place under Department of Commerce in the form of GRC (Grievance Redressal Committee) by Government Resolution No. 01/69/12/00013/2004/Misc/O&M dated 30/8/2004.

c) During the years 2009-10, 2010-11 and 2011-12, a total of 67, 70, and 158 grievances were received respectively and have been considered by Grievance Redressal Committee.

d) The Grievances lodged by the exporters pertain to Duty Entitlement Pass Book benefits extension in Export Obligation Period (EOP), revalidation of advance authorizations, Export Promotion of Capital Goods licences, Redemption of advance authorizations, SEZ/EOU matters etc.

e) Yes, Madam.

f) A time-frame of three months has been fixed for the disposal of such grievances/complaints.