

GOVERNMENT OF INDIA
MINISTRY OF COMMERCE & INDUSTRY
(DEPARTMENT OF COMMERCE)

LOK SABHA
UNSTARRED QUESTION NO. 1324
TO BE ANSWERED ON 11th FEBRUARY, 2019

EXPORTERS GRIEVANCE REDRESSAL CELL

1324. SHRI MOHITE PATIL VIJAYSINH SHANKARRAO:

SHRIMATI SUPRIYA SULE:

SHRI P.R. SUNDARAM:

SHRI SATAV RAJEEV:

SHRI DHANANJAY MAHADIK:

DR. HEENA VIJAYKUMAR GAVIT:

DR. J. JAYAVARDHAN:

Will the Minister of **COMMERCE & INDUSTRY (वाणिज्य एवं उद्योग मंत्री)** be pleased to state:

- whether an Exporters' Grievance Redressal Cell (GRC) to monitor specific complaints from exporters for quick redressal is available with the Government and if so, the details thereof;
- the details of the complaints received and disposed off during each of the last three years by the GRC indicating the nature of the grievances lodged by the exporters;
- whether any specific time frame has been fixed for disposal of the said complaints;
- if so, the details thereof and if not, the reasons therefor; and
- the other steps taken by the Government to boost exports by supporting exporters by various schemes?

ANSWER

वाणिज्य एवं उद्योग मंत्रालय में राज्य मंत्री (श्री सी. आर. चौधरी)

THE MINISTER OF STATE IN THE MINISTRY OF COMMERCE AND INDUSTRY
(SHRI C. R. CHAUDHARY)

- Yes. The mechanism for redressal of exporter's grievances is available in the Directorate General of Foreign Trade (DGFT) as per the provisions contained in para 9.08 of the Handbook of Procedures (2015-20). Exporter's grievances are redressed through the mechanism of contact@DGFT link on the website of DGFT, CPGRAM, Policy Relaxation Committee, Niryat Bandhu and Twitter handle of DGFT.
- Details of the complaints received and disposed off during each of the last three years are as under:

Year	Number of Grievances received by regional offices and CPGRAM	Number of Grievances disposed off by regional offices and CPGRAM
2015-16	354	312
2016-17	1361	1249
2017-18	1632	1658

Grievances of the exporters generally pertain to difficulties faced by them in electronic data interchange, obtaining incentives and authorization, regularisation of the mistakes committed on their part, effecting import/export, interpretation of policy/procedures, relaxation of the policy/procedures in case of genuine hardship etc.

- (c) & (d): Generally all efforts are made to dispose complaints at the earliest. However, it is difficult to fix time frame for disposal of all types of complaints as it depends on the nature and complexity of the individual complaint.

- (e) Government has taken several steps to boost exports through various schemes such as Merchandise Export from India Scheme, Service Export from India Scheme, Duty Exemption /Remission Scheme, Duty Free Import Authorization Scheme, Scheme for Exporters of Gems and Jewellery, Export Promotion Capital Goods Scheme, Interest Equalisation Scheme and Refund of Duty Drawback, Terminal Excise Duty on Deemed Exports etc.
