

Steps to Register a Complaint against Indian/Foreign Firm on DGFT Portal

- The Indian/Foreign firm has to visit DGFT website.
<https://www.dgft.gov.in/CP/>
- Under Services Section, Select Quality Complaints & Trade Disputes (QCTD).
<https://www.dgft.gov.in/CP/?opt=quality-complaints>
- Pre-Requisites for Filing Complaint / Trade Dispute in QCTD
 - Firms can directly file a complaint in QCTD through their valid Importer-Exporter Code (IEC).
 - Foreign Complainant has to compulsorily register on the portal with valid email ID in order to file complaint against any Indian party.
 - Other pre-requisites as mentioned in the Chapter 8 of Foreign Trade Policy and Hand book of Procedures may be referred.
- The complainant may visit **Help and Frequently Asked Questions (FAQs)** in Quality Complaints & Trade Disputes (QCTD) Section.
 - This section lists all the help documents available for various services being offered by DGFT in the new portal. Users are requested to read through the online help for any queries and issues.
- Upon successful Submission of Complaint, it would be thoroughly examined by DGFT.
- For any further queries regarding filing the complaint, Indian/ Foreign Firms may write an email to EDI Helpdesk - dgftedi@nic.in