

No. 6/1/2004-GRC
Government of India
Ministry of Commerce & Industry
(Department of Commerce)

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Udyog Bhavan, New Delhi-110011
Dated the 2nd May 2006

Public Notice

Subject:- **Grievance Redressal Committee set-up on 27.10.2004 for speedy redressal of grievances of Trade and Industry – matter regarding**

A Grievance Redressal Committee was set up on 27.10.2004 in order to facilitate speedy redressal of grievances of Trade and Industry and a procedure for making reference to the Committee was notified under Public Notice dated 2nd December 2004. The Grievance Redressal Committee is presently functioning under the Chairmanship of Special Secretary, Department of Commerce.

2. Under Foreign Trade Policy (2004-09), DGFT as a facilitator of exports and imports have also set-up Standing Grievance Committees which are chaired by (i) the Director General of Foreign Trade at the Headquarters (ii) Head(s) of the concerned Regional Authority(s) in the respective Regional Offices. Every exporter/importer has a right to seek and have an opportunity to make a representation to and be personally heard, if he so desires, by the Grievance Committee.

1. In view of the above, exporters/importers are advised to exhaust the avenue of Grievance Committee under the Chairmanship of Director General of Foreign Trade at the Headquarters for seeking redressal of their grievance(s) in the first instance. Grievance Redressal Committee, under the Chairmanship of Special Secretary, Department of Commerce may be approached thereafter, if exporters/importers are aggrieved with the decision of the Grievance Committee.

(V.K. Gauba)
Deputy Secretary to the Government of India
(Convenor - Grievance Redressal Committee)
Tele Fax: 2306 2577

To:

- (i) Director General of Foreign Trade
- (ii) Additional DGFTs/Joint DGFT's/Deputy DGFTs in the O/o DGFT (HQ)
- (iii) All officers/sections/desks in Department of Commerce
- (iv) All industry associations(FICCI, ASSOCHAM,CII, FIEO)