

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

RAJYA SABHA
UNSTARRED QUESTION NO. 1324
ANSWERED ON 02/08/2024

CLOSURE OF DGFT OFFICE IN GOA

1324. SHRI SADANAND MHALU SHET TANAVADE:

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

- (a) whether Government is aware that the closure of the Directorate General of Foreign Trade (DGFT) office in Goa has resulted in exporters and importers having to travel to the already overburdened Mumbai office, thereby losing valuable time and resources;
- (b) the extent the online services have replaced the need for a physical office in Goa and have effectively reduced the processing speed; and
- (c) the measures being taken to address the inconvenience faced by traders and business houses in Goa?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF COMMERCE AND INDUSTRY
(SHRI JITIN PRASADA)

(a) to (c) Significant initiatives have been undertaken in Regional Offices of DGFT including Goa to minimize the need for physical interaction for the last few years. These initiatives aim to streamline processes and reduce the burden on physical offices. Further, reorganization of field offices including in Goa was done based on the assessment to enable offices to be strengthened/reduced / wound down as per the workload and enable available manpower to be better utilized.

Importer Exporter Codes (IEC) are now being issued on an immediate basis as soon as documents are submitted online. All applications, including that of Schemes such as Advance Authorization, Export Promotion Capital Goods (EPCG) under the Foreign Trade Policy 2023 and applications for certificates such as Certificate of Origin, Status Certificate, Free Sale and Commerce Certificate, for which earlier physical documentation was required have been migrated to an “end to end” online processing framework. Thus, the need for a physical office in Goa was not required to that extent. Applicants are able to submit documents, check status and respond to queries on the online platform and this has reduced the turnaround time for each application.

Traders, business houses, exporters and importers have an option to flag specific issues through the online DGFT helpdesk system by raising a ticket, which is promptly resolved. Exporters and importers also have the option to escalate their issues through the Centralised Public Grievance Redress and Monitoring System (CPGRAMS) and email to the office of Mumbai DGFT, which are taken up for resolution promptly. Further, the Mumbai DGFT office also has a facility of daily online Video Conference wherein queries regarding technical difficulties can be flagged by the importers and exporters from Goa and help can be sought for any other matter pertaining to submitted applications.
