

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

LOK SABHA
UNSTARRED QUESTION NO. 3501
TO BE ANSWERED ON 17th MARCH, 2021

GRIEVANCE REDRESSAL CELL

3501. SHRI ARVIND GANPAT SAWANT:
SHRI GAJANAN KIRTIKAR:
SHRI DHANUSH M. KUMAR:
SHRI C.N. ANNADURAI:

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

- (a) whether there is any proposal pending for setting up of an institutional mechanism to address the issues of exporters and if so, the details and the present status thereof;
- (b) whether the Government has set up Grievance Redressal Cell to monitor specific complaints from exporters for quick redressal and 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 indicating the nature of the grievances lodged by the exporters;
- (d) whether the Government is aware of the long waiting period experienced by exporters in the country in getting their commodities out of the country and if so, the details thereof and the reaction of the Government thereto; and
- (e) the other steps taken by the Government to boost exports by supporting exporters through various schemes?

ANSWER

वाणिज्य एवं उद्योग मंत्रालय में राज्य मंत्री (श्री हरदीप सिंह पुरी)

THE MINISTER OF STATE IN THE MINISTRY OF COMMERCE AND INDUSTRY
(SHRI HARDEEP SINGH PURI)

- (a) to (c) : Under Para 9.08 of the Hand Book of Procedures, 2015-20, there is an institutional mechanism for speedy redressal of grievances of trade and industry. The Grievance Redressal Cell deals with all difficulties faced by exporters in electronic data interchange, obtaining incentives, doing import – export transactions and regarding interpretations of policy / procedures. All Regional Authorities of Directorate General of Foreign Trade

(DGFT) have assigned one hour everyday for Grievance Redressal. The details of Grievances received and disposed off during the last 3 years are as under:-

Mechanism	2017-18		2018-19		2019-20	
	Received	Disposed off	Received	Disposed off	Received	Disposed off
Help Desk	6266	4966	6590	5288	12104	10882
Contact @ DGFT	30076	25453	52005	51641	48068	45337
CPGRAMS	1107	1070	751	707	736	663

(d) & (e): The Government has taken several steps to boost exports through various schemes such as:

- i. Duty Exemption / Remission Schemes;
- ii. Export Promotion Capital Goods Scheme;
- iii. Interest Equalization Scheme and Refund of Duty Drawback / Terminal Excise Duty on Deemed Exports;
- iv. Common Digital Platform for Certificate of Origin to facilitate trade and increase FTA utilization;
- v. Promoting districts as export hubs by identifying products and supporting local exporters / manufacturers;
- vi. A comprehensive Agriculture Export Policy to provide an impetus to agricultural exports is under implementation;
- vii. Enhanced the role of Indian Missions abroad towards promoting India's trade, tourism, technology and investments;
- viii. Announced package in light of COVID – 19 pandemic to support domestic industry through various banking and financial sector relief measures, especially for MSMEs;
- ix. Mid – term review of the current Foreign Trade Policy (2015-20) was carried out in 2017 to address difficulties faced by the exporters;
- x. Foreign Trade Policy (2015-20) has been extended by one year i.e. upto 31.03.2021 due to COVID – 19 pandemic situation.
- xi. A new scheme of Remission of Duties and Taxes on Exported Products (RodTEP) has been introduced.

Several awareness / outreach programmes through the Niryat Bandhu Scheme are also conducted throughout the country in collaboration with government agencies and industry associations to handhold budding exporters.
