

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

LOK SABHA
UNSTARRED QUESTION NO. 1207
TO BE ANSWERED ON 09th FEBRUARY, 2022

ONLINE CoOs

1207. DR. BEESETTI VENKATA SATYAVATHI:
SHRI SANJAY KAKA PATIL:

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

- (a) whether the Government is aware of the problems being faced by exporters due to the new Online Certificate of Origin (CoOs) notification issued by the Director General of Foreign Trade and if so, the details thereof;
- (b) whether the Government has encountered cases of physical certificates still being issued causing confusion amongst the exporters and if so, the details thereof;
- (c) whether the Government has taken any steps to address and resolve such issues of the exporters; and
- (d) if so, the details thereof?

ANSWER

वाणिज्य एवं उद्योग मंत्रालय में राज्य मंत्री (श्रीमती अनुप्रिया पटेल)

THE MINISTER OF STATE IN THE MINISTRY OF COMMERCE AND INDUSTRY
(SMT. ANUPRIYA PATEL)

- (a) The online CoO system provides a transparent, paperless, contact-less system for issuance of CoO. The given system has been especially helpful during the Covid-19 pandemic to avoid disruptions to businesses. There are no specific operational issues in this regard. The online platform has 90 agencies, 241 offices, 641 issuing officers and 29,027 exporters on-board. Around 8.8 Lakh CoOs have been issued online till date, and around 3,000 CoOs are being issued daily.
- (b) Reference DGFT Trade Notice No. 32/2021-22 dated 24th January 2022, the issuance of Non-Preferential CoOs through this online system is not mandatory till 31st March 2022. The existing

system for submitting and processing Non-Preferential CoO applications in manual/ paper mode is permitted for the stated time period.

(c) & (d) - All feedbacks received from exporters and issuing agencies are duly taken note of and systemic improvements are being implemented from time-to-time. DGFT has a dedicated helpdesk mechanism for addressing any operation issue or guidance required by the exporters. The helpdesk is reachable through a Toll-free helpline number, through email and also through an online customer relationship management system available on the DGFT Website.
