Public Notice No. 38/2026-27

November 3, 2026

HANDBOOK OF PROCEDURES

DGFT requires Indian Missions and FT Divisions to update trade dispute complaints on the DGFT portal

Public Notice No. 38/2026-27 has Indian Missions and FT Divisions update each quality complaint or trade dispute on the DGFT portal, visible to the complainant.

PUBLIC NOTICE NO. 38/2026-27, dated November 3, 2026, amends Para 8.04(iii) of Chapter 8 of the Handbook of Procedures (HBP) 2023, on the mechanism for resolving quality complaints and trade disputes. The Director General of Foreign Trade issues it under Paragraph 1.03 read with Paragraph 2.04 of the Foreign Trade Policy (FTP) 2023 (File No. 01/13/HQ/AM27/QCTD/E-47324).

THE CHANGE

Indian Missions Abroad take up complaints filed by the applicants or referred by the concerned Foreign Trade (FT) Divisions of the Department of Commerce. The Missions and the FT Divisions update the action taken and the status of each complaint on the DGFT portal until its resolution or final disposal, and the complainant can see every update there.

KEY FACTS

TYPE

Handbook of Procedures

NOTIFICATION

Public Notice No. 38/2026-27

DATED

November 3, 2026

REFERENCES

CG-DL-E-07112026-277790

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The old text said the Indian Missions would take up the issue with the authorities concerned for resolving the complaint and would update its status online on a regular basis.

The new text says Indian Missions Abroad shall take up complaints with the authorities concerned for appropriate redressal, whether filed by the applicants or referred by the concerned Foreign Trade (FT) Divisions of the Department of Commerce. The Missions and the FT Divisions shall periodically update the action taken and the status of each complaint on the DGFT portal until its resolution or final disposal, and every update shall be accessible to the complainant through the DGFT portal.

The notice states its effect: the Indian Missions and the concerned FT Division shall ensure timely updating of the status of complaints and trade disputes on the DGFT portal on a continuous basis, until the matter is resolved, closed or otherwise disposed of, in accordance with the prescribed procedure. It names no date from which the change applies.

Notification	Public Notice No. 38/2026-27
Dated	November 3, 2026
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Gazette ID	CG-DL-E-07112026-277790
Type	Handbook of Procedures
Before	Para 8.04(iii) said the Indian Missions would take up the issue with the authorities concerned for resolving the complaint and would update its status online on a regular basis.
After	Indian Missions Abroad take up complaints filed by the applicants or referred by the concerned Foreign Trade (FT) Divisions of the Department of Commerce. The Missions and the FT Divisions update the action taken and the status of each complaint on the DGFT portal

until its resolution or final disposal, and the complainant can see every update there.

Conditions

- Indian Missions Abroad take up complaints with the authorities concerned for appropriate redressal, either on the basis of complaints filed by the applicants or complaints referred by the concerned FT Divisions of the Department of Commerce.
- The Indian Missions Abroad and the concerned FT Divisions periodically update the action taken and the status of each complaint on the DGFT portal until its resolution or final disposal, as the case may be.
- All such updates are accessible to the complainant through the DGFT portal.
- The Indian Missions and the concerned FT Division shall follow and ensure timely updating of the status of complaints/trade disputes on the DGFT portal on a continuous basis, until the matter is resolved, closed or otherwise disposed of, in accordance with the prescribed procedure.

Applies to

Applicants who file quality complaints or trade disputes under the mechanism in Para 8.04 of the HBP 2023, Indian Missions Abroad and the Foreign Trade (FT) Divisions of the Department of Commerce.

Issued under

Paragraph 1.03 read with Paragraph 2.04 of the Foreign Trade Policy (FTP), 2023, as amended from time to time

Signed by

LAV AGARWAL, Director General of Foreign Trade & Ex-Officio Addl. Secy.

The table in the notification

Description	Before	After
Para 8.04(iii) of Chapter 8 of the Handbook of Procedures (HBP), 2023 [Mechanism for resolving Quality Complaints/Trade Disputes]	The Indian Missions would take up the issue with authorities concerned for resolving the complaint and would update status online on regular basis.	The Indian Missions Abroad shall take up complaints with the authorities concerned for appropriate redressal, either on the basis of complaints filed by the applicants or complaints referred by the concerned Foreign Trade (FT) Divisions of the Department of Commerce. The Indian Missions Abroad and the concerned FT Divisions shall periodically update the action taken and the status of each complaint on the DGFT portal until its resolution or final disposal, as the case may be. All such updates shall be accessible to the complainant through the DGFT portal.

The notification (PDF, 480 KB)

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