November 3, 2026

DGFT

Missions to post trade complaint updates on the DGFT portal

DGFT Public Notice No. 38/2026-27 amends HBP para 8.04(iii): Indian Missions and FT Divisions update each trade complaint on the DGFT portal until it is resolved.

THE DIRECTORATE GENERAL of Foreign Trade (DGFT), Department of Commerce, Ministry of Commerce & Industry, issued Public Notice No. 38/2026-27, dated November 3, 2026, for publication in the Gazette of India, Extraordinary, Part-I, Section-I. Its subject is the amendment to para 8.04(iii) of the Handbook of Procedures (HBP) 2023, the mechanism for resolving quality complaints and trade disputes in Chapter 8. It is made under paragraph 1.03 read with paragraph 2.04 of the Foreign Trade Policy (FTP) 2023. It is signed by Lav Agarwal, Director General of Foreign Trade and Additional Secretary to the Government of India, and issued from File No. 01/13/HQ/AM27/QCTD/E-47324.

KEY FACTS

AUTHORITY
DGFT

PUBLISHED
November 3, 2026

ISSUED BY
Directorate General of Foreign Trade, Department of Commerce, Ministry of Commerce & Industry

DOCUMENT
Public Notice No. 38/2026-27

Missions to post trade complaint updates on the DGFT portal

DGFT · November 3, 2026

The Directorate General of Foreign Trade (DGFT), Department of Commerce, Ministry of Commerce & Industry, issued Public Notice No. 38/2026-27, dated November 3, 2026, for publication in the Gazette of India, Extraordinary, Part-I, Section-I. Its subject is the amendment to para 8.04(iii) of the Handbook of Procedures (HBP) 2023, the mechanism for resolving quality complaints and trade disputes in Chapter 8. It is made under paragraph 1.03 read with paragraph 2.04 of the Foreign Trade Policy (FTP) 2023. It is signed by Lav Agarwal, Director General of Foreign Trade and Additional Secretary to the Government of India, and issued from File No. 01/13/HQ/AM27/QCTD/ E-47324.

The earlier para 8.04(iii) read: "The Indian Missions would take up the issue with authorities concerned for resolving the complaint and would update status online on regular basis." It did not say where a complaint came from, who else updated it, or who could see the updates.

The new para 8.04(iii) says 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. All such updates shall be accessible to the complainant through the DGFT portal.

Under the heading "Effect of this Public Notice", it says the Indian Missions and the concerned FT Division shall follow and ensure timely updation 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. For an Indian exporter or a foreign buyer with a complaint under Chapter 8, the new text names the FT Divisions beside the Missions as posting updates, and lets the complainant see each update on the portal until the case ends.

The notice does not say how often updates must be posted, sets no time limit for resolving a complaint, and does not change who may file a complaint or how. It does not state a date from which it applies, and the copy on DGFT's site does not carry a Gazette number.

Issued by	Directorate General of Foreign Trade, Department of Commerce, Ministry of Commerce & Industry
Document	Public Notice No. 38/2026-27
Dated	November 3, 2026

Amends	Para 8.04(iii), Chapter 8, Handbook of Procedures 2023 (substituted)
Subject	Mechanism for resolving Quality Complaints/Trade Disputes
Applies to	Quality complaints and trade disputes taken up by Indian Missions Abroad and the Department of Commerce's FT Divisions
Who takes up complaints	Indian Missions Abroad, on complaints filed by applicants or referred by the FT Divisions
Who updates the portal	Indian Missions Abroad and the concerned FT Divisions, periodically, until resolution or final disposal
Who sees the updates	The complainant, through the DGFT portal
Takes effect	No date stated
Legal basis	Paragraph 1.03 read with paragraph 2.04, Foreign Trade Policy 2023
Signed by	Lav Agarwal, Director General of Foreign Trade and Additional Secretary to the Government of India
File number	01/13/HQ/AM27/QCTD/ E-47324

HBP para 8.04(iii), before and after Public Notice No. 38/2026-27

	Text
Before	"The Indian Missions would take up the issue with authorities concerned for resolving the complaint and would update status online on regular basis."
After	"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 public notice (PDF, 361 KB)

Source: DGFT's own copy.

Checked against the official copy on November 7, 2026.

IndusDesk

hello@indusdesk.com · +91 11 4141 3939

9th Floor, Hemkunt House, Rajendra Place, New Delhi, Delhi 110008, India

Read online: indusdesk.com/dgft/insights/missions-to-post-trade-complaint-updates-on-the-dgft-portal/