

**OFFICE OF THE ADDITIONAL DIRECTOR GENERAL OF FOREIGN TRADE  
NISHTHA BHAWAN, VITHALDAS THACKERSEY MARG, CHURCHGATE  
MUMBAI – 400 020**

**Trade Notice No. 02/2021 dated 30th August 2021**

**Subject : Grievance Redressal Week from 30.08.2021 to 03.09.2021 - reg**

**Office of the Additional Director General of Foreign Trade, Nishtha Bhawan, Vithaldas Thackersey Marg, Churchgate, Mumbai – 400 020, has decided to conduct a ‘Grievance Redressal Week’ starting from 30.08.2021 to 03.09.2021.**

**2. The following issues would be taken up during the Grievance Redressal Week:**

- (i) Where there is an abnormal delay in processing the cases.**
- (ii) Deficiencies have been raised by this office which is not consistent with the Foreign Trade Policy or Handbook of Procedures.**
- (iii) Any other issue in which exporters feel that special attention is required in respect of their pending cases.**

**3. All exporters who would like to take up their cases in the Grievance Redressal Week should send an email to [mumbai-dgft@nic.in](mailto:mumbai-dgft@nic.in) with the subject matter: ‘Grievance Redressal Week’. They should clearly bring out the nature of the issues they want to raise so that the matter can be resolved. All the references received from the exporters during the Grievance Redressal Week will be diarized and a reference number would be issued to the exporters for further tracking and correspondence. All such cases shall be processed by this office in a chronological order of their grievances.**

**4. It may be noted that in case if there are a large number of grievances from many exporters, only the first two grievances of each exporter would be taken up in this week. Rest of Pending grievances would be dealt subsequently. All exporters concerned are requested to utilize this opportunity for redressal of their grievances. Export Promotion Council (EPCs) are requested to circulate this Trade Notice to their members.**

**Sd/-  
S.B.S. REDDY  
Additional Director General of Foreign Trade**

**To all concerned**