

Government of India
Ministry of Commerce and Industry
Department of Commerce
Directorate General of Foreign Trade

Dated: 22nd April 2022
Udyog Bhawan, New Delhi

Trade Notice No. 02/2022-23

To,

1. All Exporters/Members of Trade
2. DGFT Regional Authorities
3. Export Promotion Councils/ Commodity Boards

Subject: DGFT Helpdesk support now available on 24x7 basis- reg.

In order to facilitate trade and extend more proactive helpdesk support to the exporting community, it is informed that the services of DGFT Helpdesk will now be available on a 24x7 basis.

2. Stakeholders may use any of the below channels to flag any issues, suggestions or feedback on matters related to DGFT as follows -
 - i. Call the Helpdesk support on Toll Free numbers 1800-572-1550 or 1800-11-1550
 - ii. Raise a Helpdesk ticket by navigating to DGFT website (<https://dgft.gov.in>) → Services → DGFT Helpdesk Service. Users may also see their earlier ticket(s) status on real-time basis or search previously filed requests.
 - iii. Write an email to dgftedi@nic.in
3. Trade Community may also refer to the Help manuals, FAQs and educational videos for suitable guidance. The same is available on the DGFT Website → Learn → 'Application Help & FAQs' for perusal of the trade community.

This issues with the approval of the competent authority.



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