

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

Trade Notice No. 20/2022-23

Dated: 31st October, 2022

To,

Members of Trade and Industry
EPCs/ FIEO
Exporters availing RoDTEP Scheme

Subject:- ICEGATE Helpdesk for redressal of RoDTEP related grievances - reg

Members of Trade and Industry may note that for resolution/examination of exporter grievances related to scroll out of shipping bills, generation of e-scrips and transfer of e-scrips under RoDTEP Scheme, mechanism of "ICEGATE Helpdesk", which is available to the exporters 24*7 is functional. In this, an exporter can lodge a grievance either by voice interaction by calling at Toll Free No. 1800-3010-1000 or by emailing at icegatehelpdesk@icegate.gov.in. Thereafter, a unique ticket/incident number is generated which the exporter receives for record/follow up.

2. In case the RoDTEP grievance continues, the exporter may approach the higher authority at email: jsdbk-rev@nic.in
3. This is issued with the approval of competent authority.

(Deepak Jhalani)
Deputy Director General of Foreign Trade

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