



विदेश व्यापार महानिदेशालय  
DIRECTORATE GENERAL OF  
**FOREIGN TRADE**

## Directorate General of Foreign Trade

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### User Help File

### QCTD Module

Version 1.0

March 2021

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## **1. Introduction and Accessing DGFT Portal**

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This document is the help file for QCTD functions in the new system. To access the new portal, navigate to <https://dgft.gov.in>The new portal is compatible with the following browsers: Chrome 70 + / Firefox 70 + / IE 12+.

Users are advised to refer to the latest help file available under Learn > Application Help & FAQs in the DGFT Portal.

For accessing the QCTD module follow the navigation:

Services -> Quality Complaints and Trade Disputes -> Processes in Quality Complaints and Trade Disputes

## **2. Contact@DGFT**

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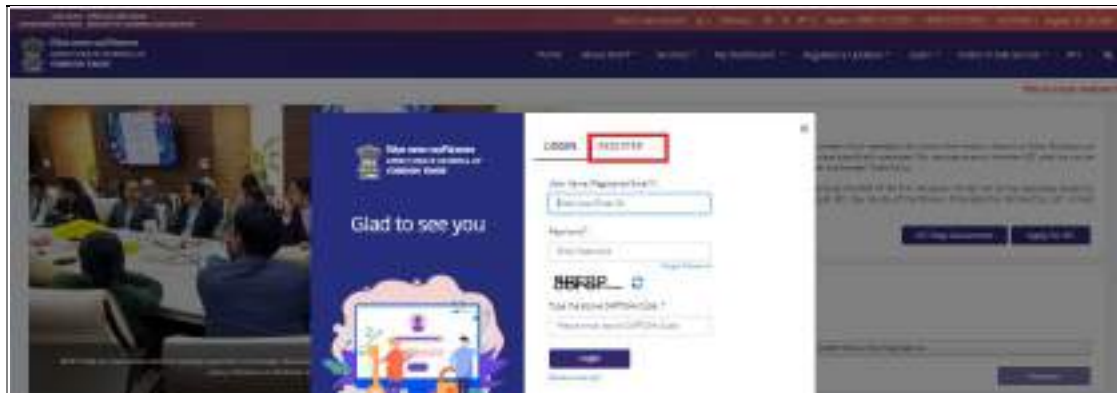
For any issues users can raise any concern to DGFT and may call the given Toll-Free Helpline number given on the DGFT Portal or raise a request using the “Contact@DGFT” page.

### 3. User Registration @DGFT Customer Portal

1. User opens the DGFT Customer Portal. URL://dgft.gov.in.
2. User clicks on login node.



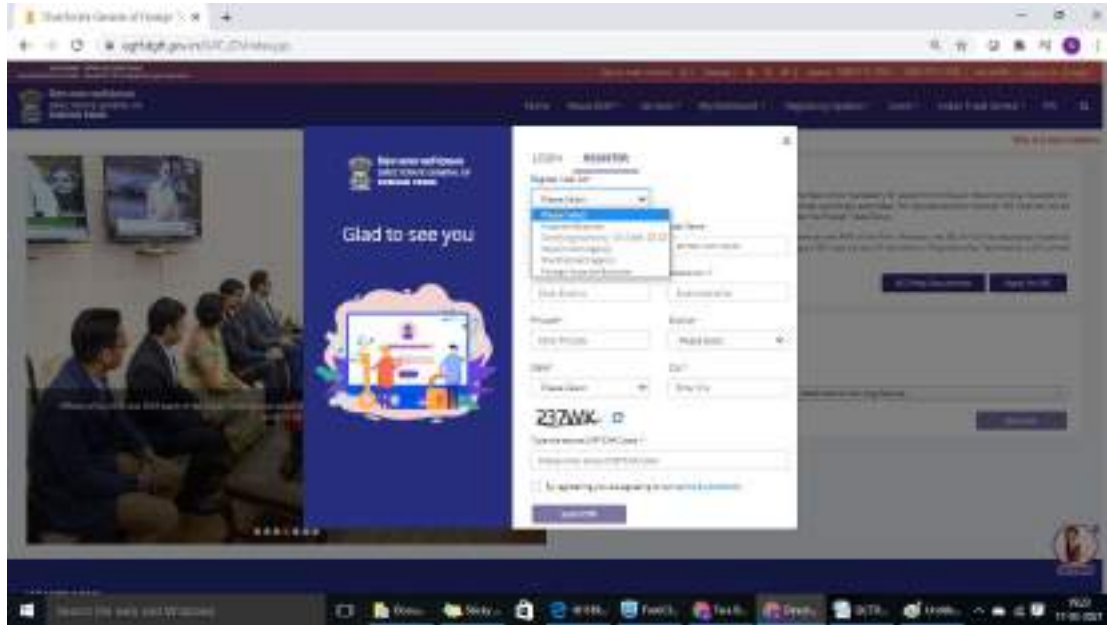
3. User clicks on Register .



4. User will select the type of Register user as:

Note:

1. Indian Firm should select Importer/Exporter.
2. Foreign firm should select Foreign Importer/Exporter.



3. User will capture all the details, agree to the terms and conditions by clicking on the check box.
4. User clicks on Send OTP button.
5. OTP is received by the User on his mobile number and E-mail id.
6. User provides the OTP received.
7. Default password is then sent to user's mobile number and E-mail id.

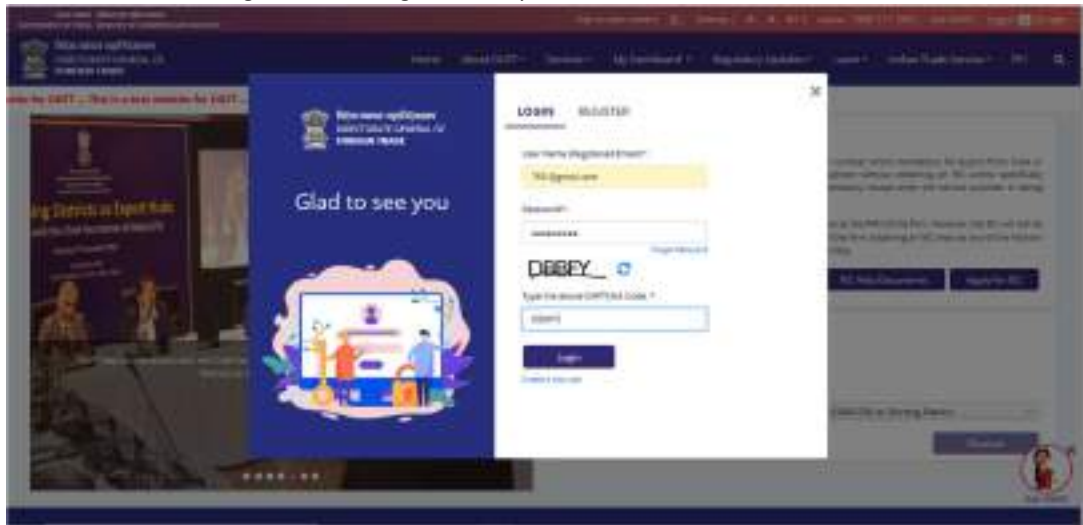
## 4. Login to the new Portal

To Login on Directorate General Foreign Trade (DGFT) portal Indian/Foreign user would require:

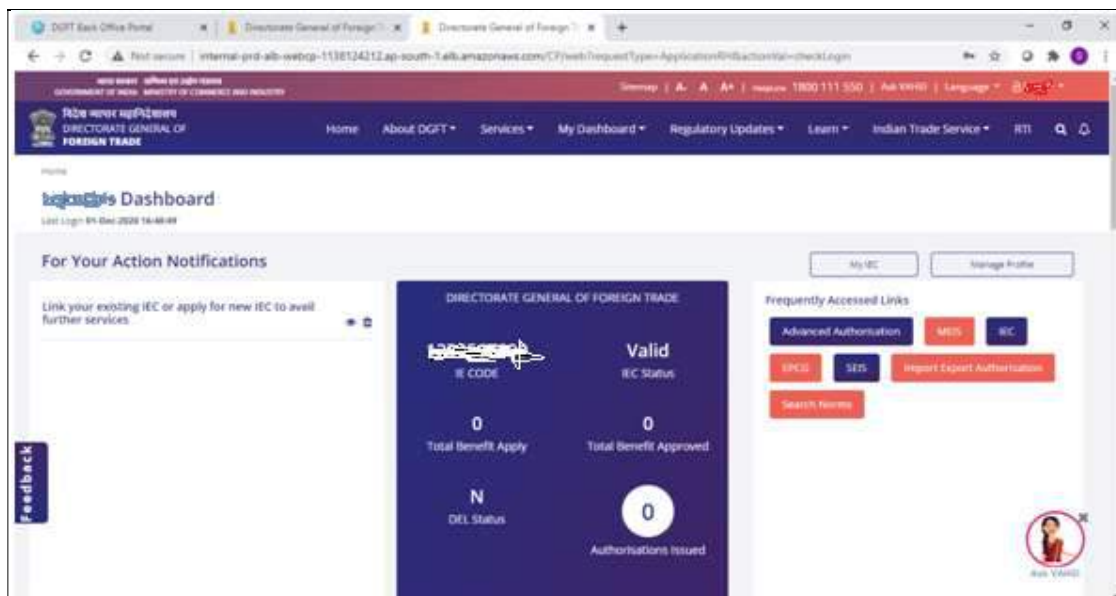
- a) Internet Connection
- b) Valid User ID and password provided to log in

User may proceed with the following steps.

1. Visit the DGFT website and proceed with Login by entering the User ID, Password and captcha then click on the Login button to log in to the system.



2. On successful login, Home page will be displayed with Basic details in Dashboard like IEC Number, IEC status, Authorizations Issued, etc. For Your Action Notifications will be displayed on the left side of the screen.



## 5. Filing Complaint in CP by Indian/Foreign firm

### Introduction

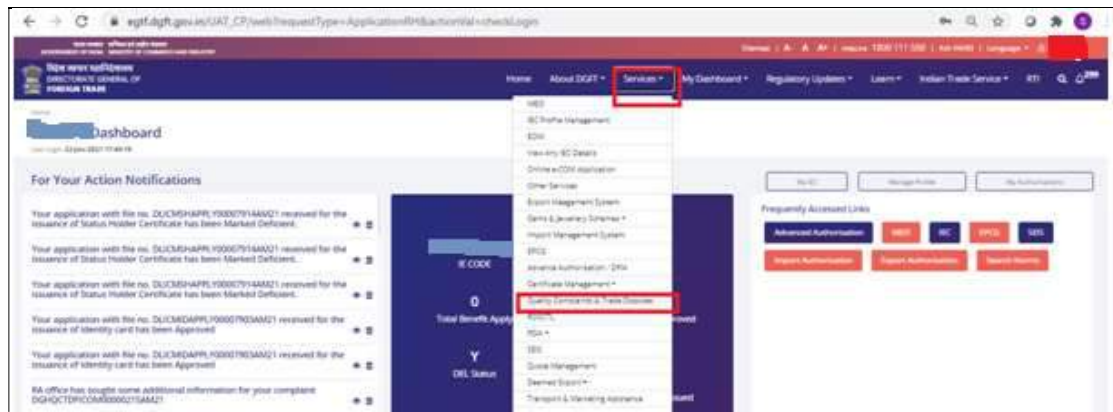
This section covers the process of filing Complaint against Indian/Foreign firm

Steps to apply for QCTD file number are as follows:

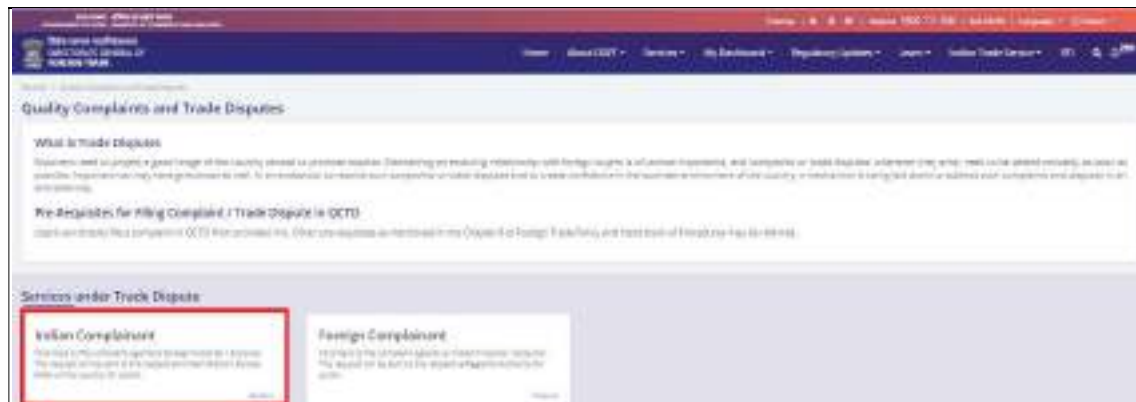
1. Login to the portal with valid credentials and click on 'Services' menu present in the top of the screen



2. Importer/Exporter navigates through Services>>Quality complaints and Trade dispute.

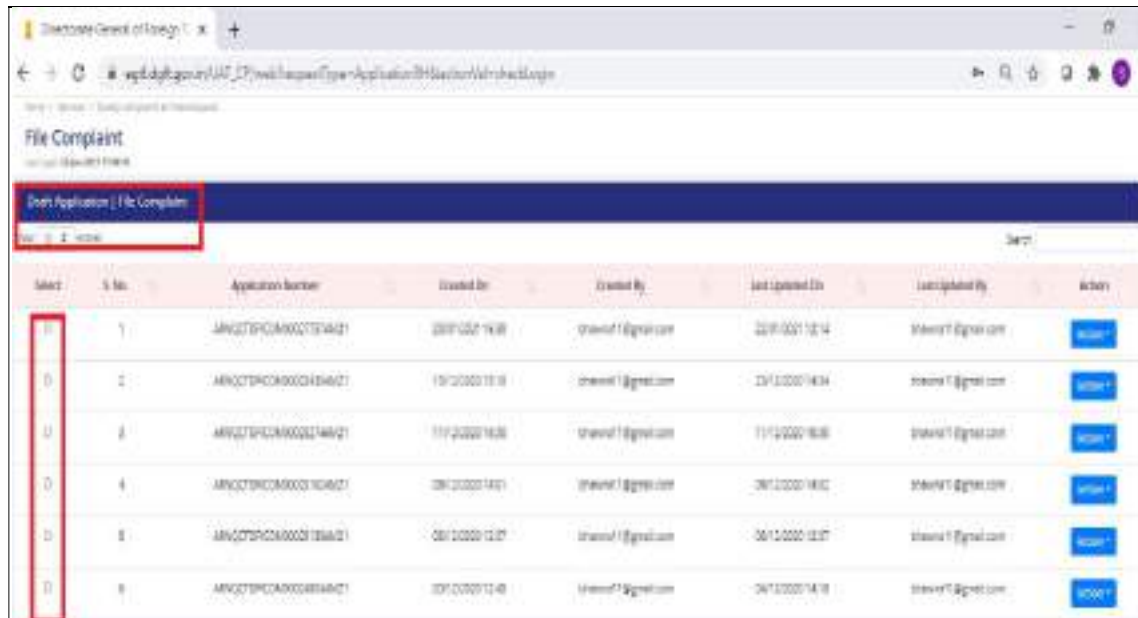


3. User selects Indian Complainant or Foreign Complainant from Services under Trade Dispute



4. Draft Complaints if any are displayed to the Complainant. User can select the radio button and proceed with the draft Application.





- User can file complaint by two ways, i) Start fresh application or ii) Proceed with Existing Application

**Note:**

- Draft Application are the yet to be submitted or incomplete complaint applications. User can choose any of the Draft Application by selecting the Radio Button and then click on Proceed with Draft Application. The existing data captured will be populated as it is in editable mode.
- For fresh Application User has to capture data for all the sections from the beginning.



- First Screen displays the **Applicant details** where the Nature of Compliant, Applicant Details is shown. User has to provide the designation of the Person who is filing the complaint.

**Note:**

1. In case the complainant is Indian then the Applicant Details including designation will be auto-populated based on the IEC profile of the user and are non-editable.

2. In case of Foreign Complainant, the Applicant Details has to be captured by the user only like Name, Mobile number, country will be auto populated based on the registered user's profile and are non-editable.

The screenshot displays the 'Applicant Details' section of a complaint form. The form is structured as follows:

- Name of the Firm/Company \***: [Redacted]
- City**: [Redacted]
- Pin Code**: [Redacted]
- Email ID \***: [Redacted]
- State**: UT/AR/INDIA
- Contact No. (with international code) \***: [Redacted]
- Designation of the person filing the complaint \***: [Redacted]
- Country \***: India
- IC \***: [Redacted]
- Name of the person filing the complaint \***: [Redacted]

A 'Feedback' button is located on the left side of the form. Below the form, there is a section for 'Details of Firm against which complaint is being made'.

6. In the **Details of Firm against which complaint is being made** user provides the relevant details. Country is selected from the list of drop down values and contact No is entered.

The screenshot displays the 'Details of Firm against which complaint is being made' section. The form is structured as follows:

- Type**: [Redacted]
- Sub Type**: [Redacted]
- Name of the Firm/Company \***: [Redacted]
- City**: [Redacted]
- Pin Code**: [Redacted]
- Email ID \***: [Redacted]
- State**: UT/AR/INDIA
- Contact No. (with international code) \***: [Redacted]
- Address of the Firm/Company \***: [Redacted]
- Country \***: [Redacted]

A red box highlights the 'Country' dropdown menu. At the bottom right, there are 'Clear All' and 'Save & Print' buttons.

**Note:**

i) In case of Indian Complainant the Applicant Details will be Auto populated based on the IEC Profile and are non-editable.

ii) In case of Foreign Complainant the Details of Firm against which Complaint is made is auto populated based on the IEC of the Indian firm and are non-editable and Country will be India only.

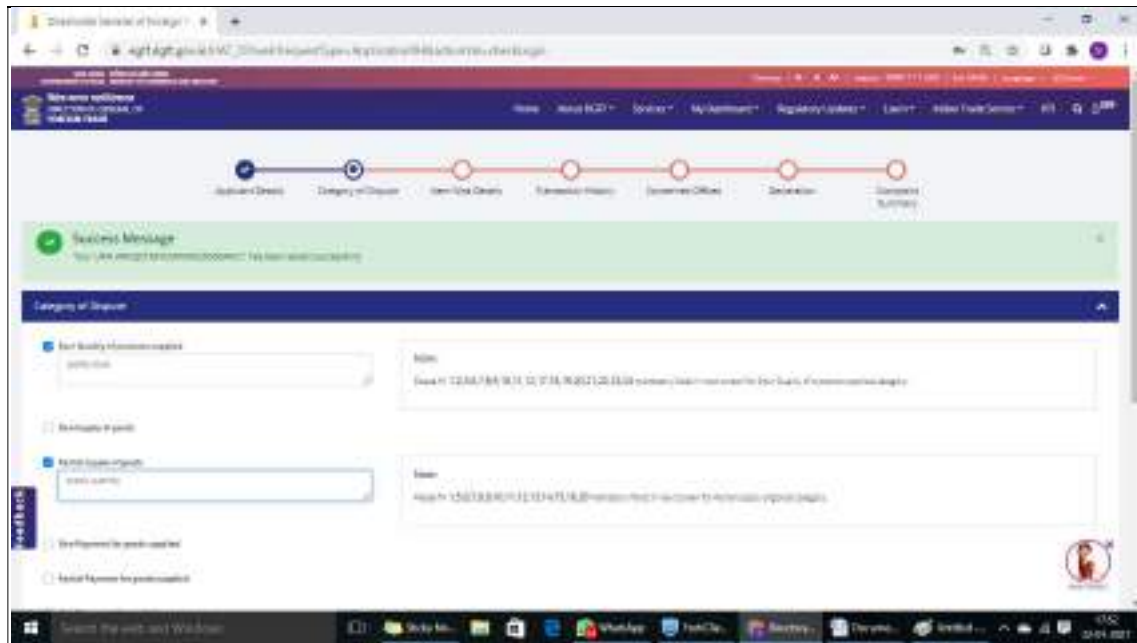
iii) We have validation in our system where an Indian Firm cannot file complaint against Indian Firm and similarly a foreign firm cannot file complaint against a Foreign Complainant.

7. User enters summary of complaint and clicks on **Save and Next** button.

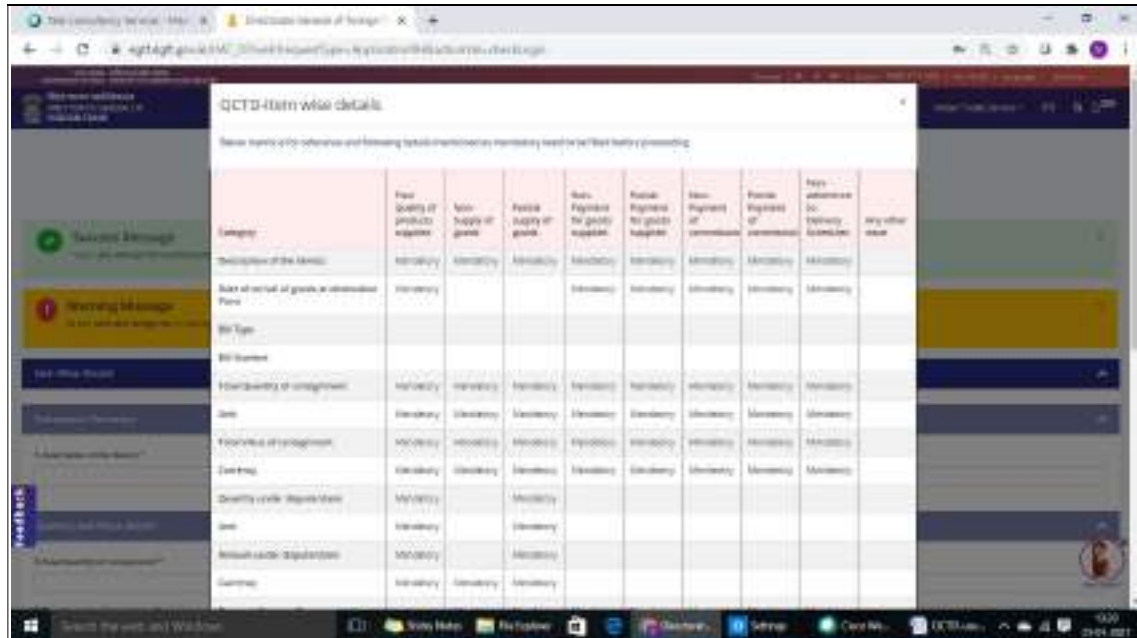
11. Application number is generated after clicking on **Save and Next** button.

12. Next screen is **Category of Dispute**, user can select multiple check boxes and for each selected category user needs to enter remarks.

Note-For each category selected there is a note displayed showing set of fields which needs to be captured mandatorily in the next Item Wise details screen. In case multiple categories are selected then the Super set combining all the mandatory fields for each category will be marked with an asterix symbol in the Item Wise Details screen.

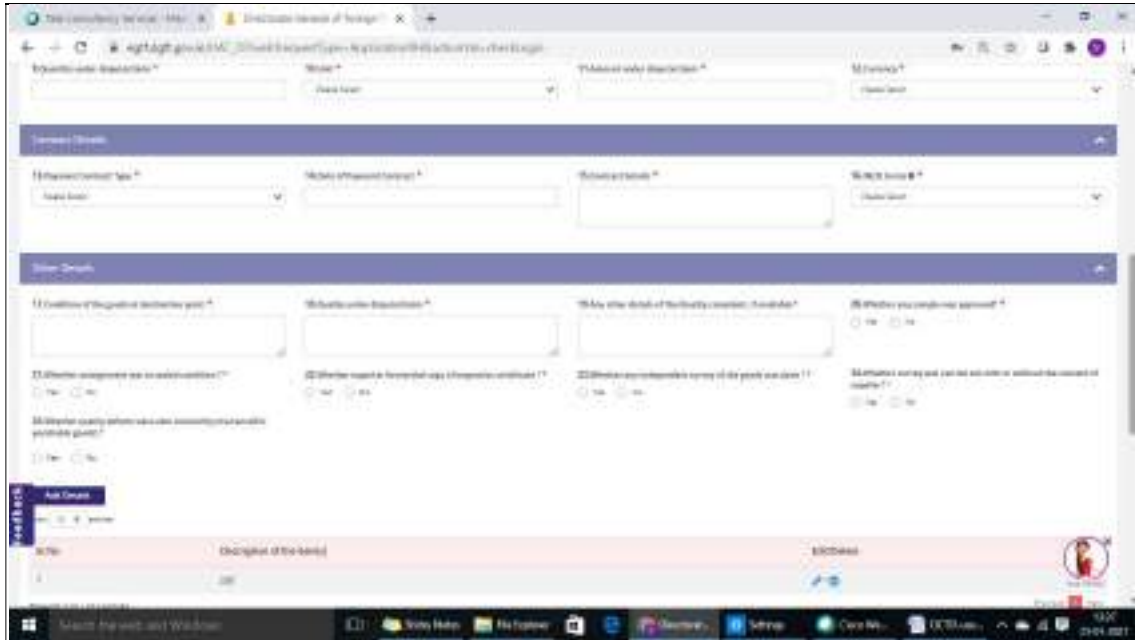


13. **QCTD-Item wise details** : A matrix for reference is displayed for QCTD Item wise details in a pop up screen.

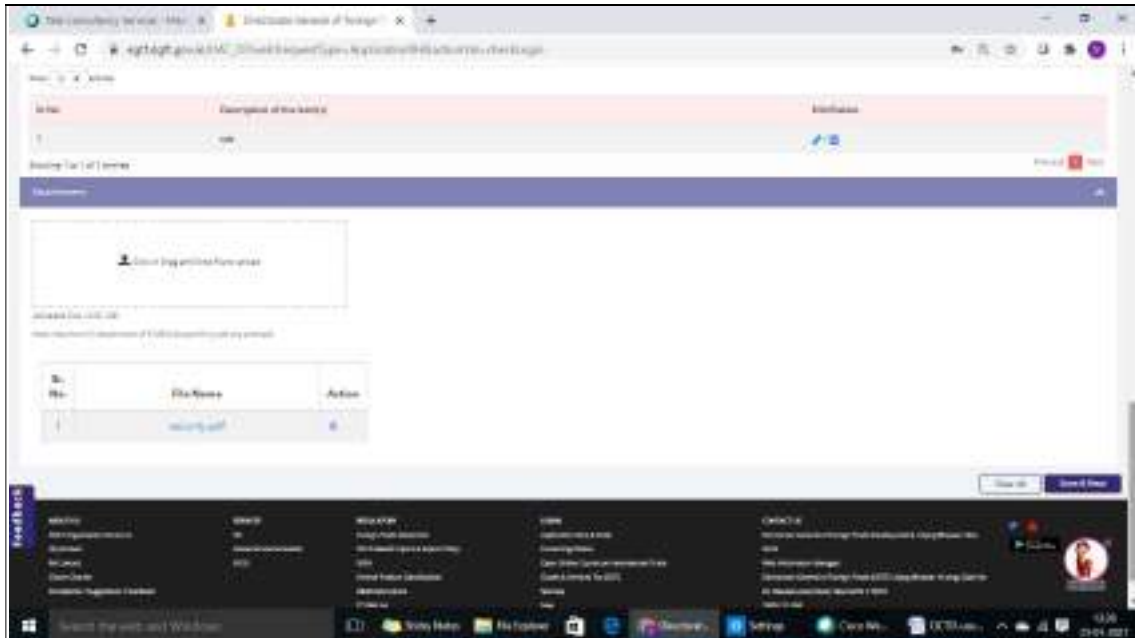


14. Next screen is for **Item wise details**. User captures details for Transaction Summary, Quality and Value Details, Contract Details, Other details and Click on **Add** button.

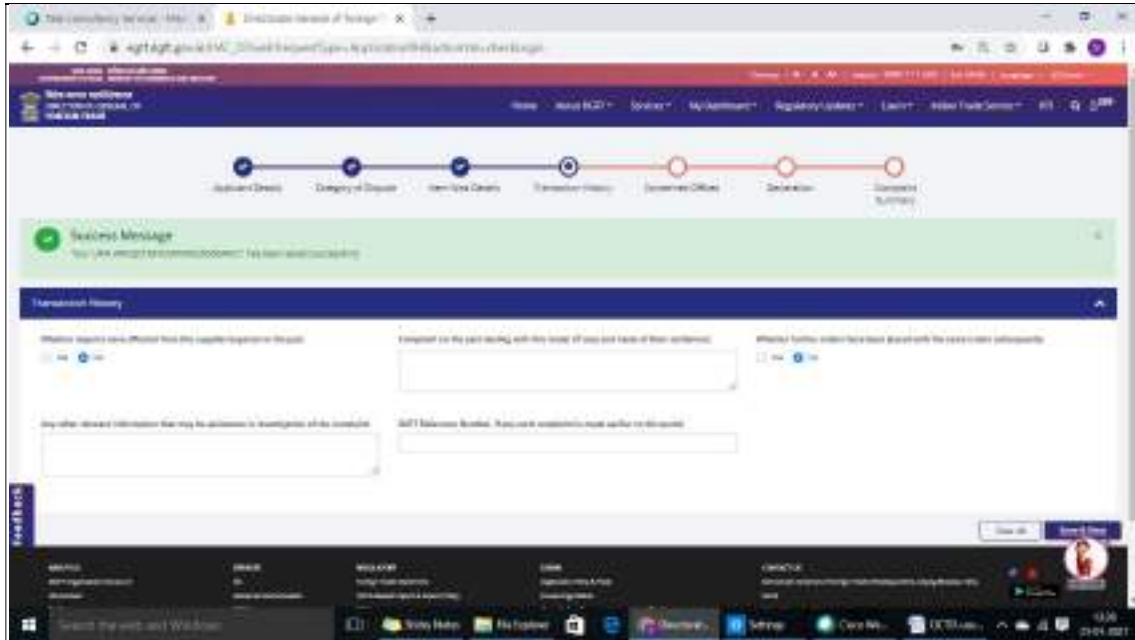
Note-Unit & currency are auto-filled if selected once under Quantity and value details tab.



15. A provision for attachment is provided for users to upload up to 5 attachments of 5 MB, user clicks on **Save and Next** Button.

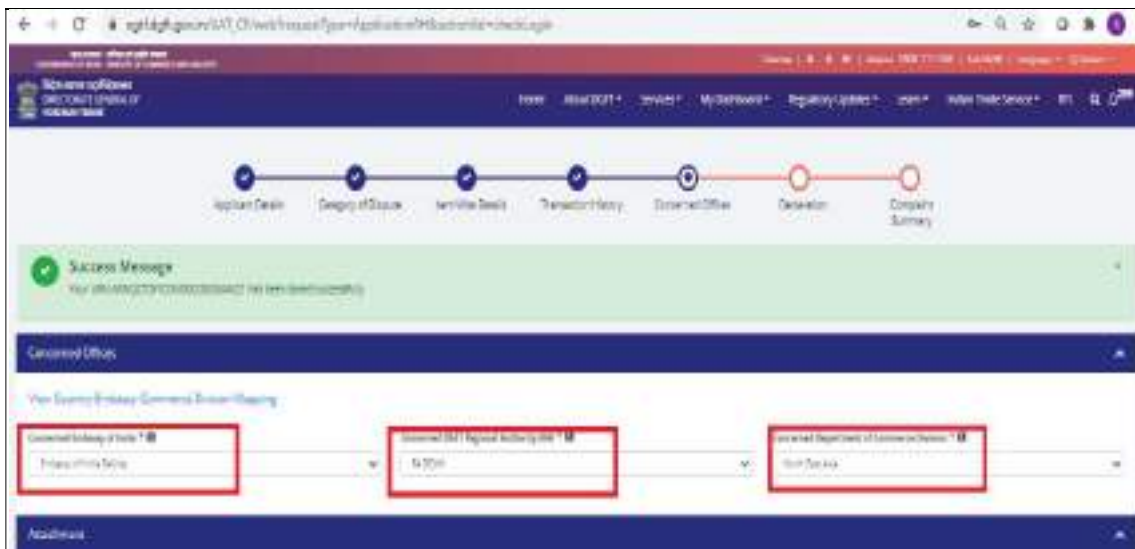


16. User is given a provision to enter details of the complaints made in past under **“Transaction History”** tab.

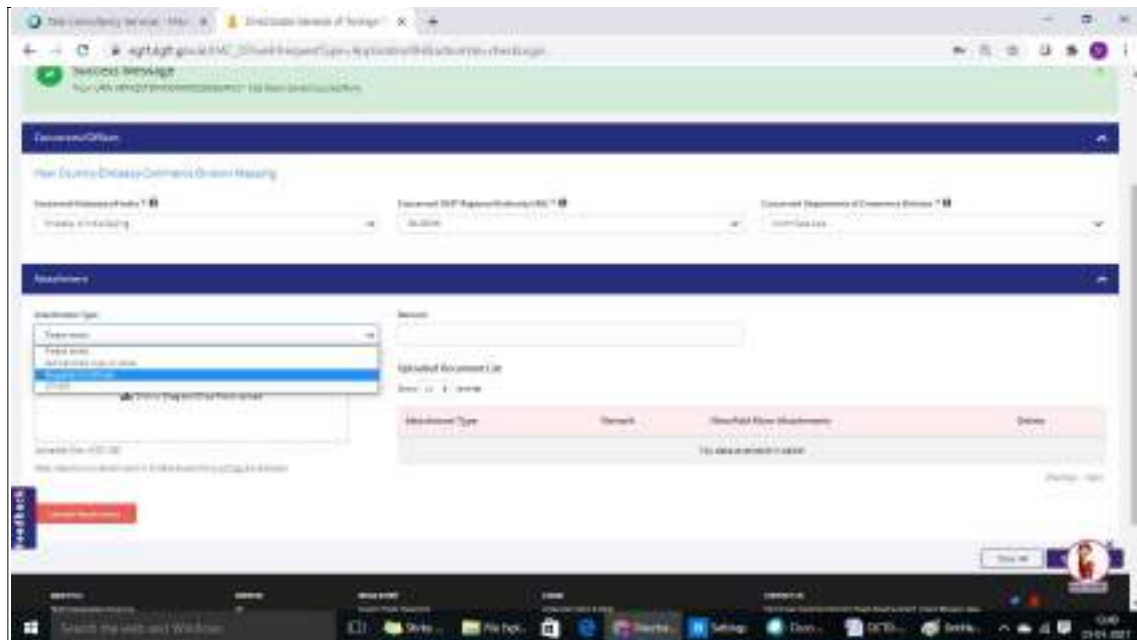


17. Next screen is concerned office details where the details of **Concerned Embassy of India**, **Concerned DGFT Regional Authority (RA)**, **Concerned Department of Commerce Division** will be auto populated based on the country of Party against which complaint is made.

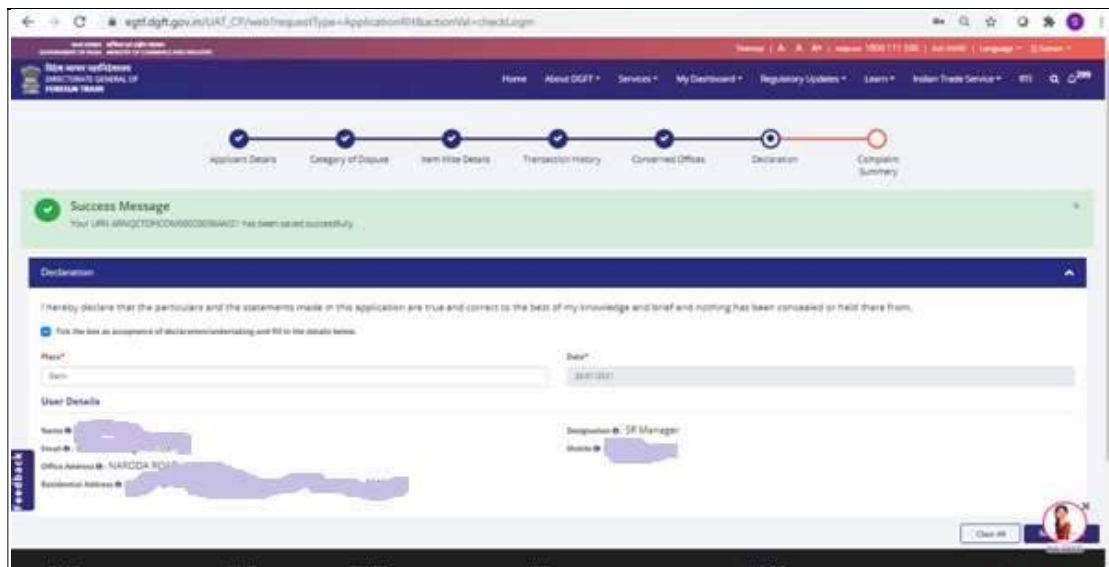
Hyperlink to view the Country-Embassy Division Mapping is provided for reference.



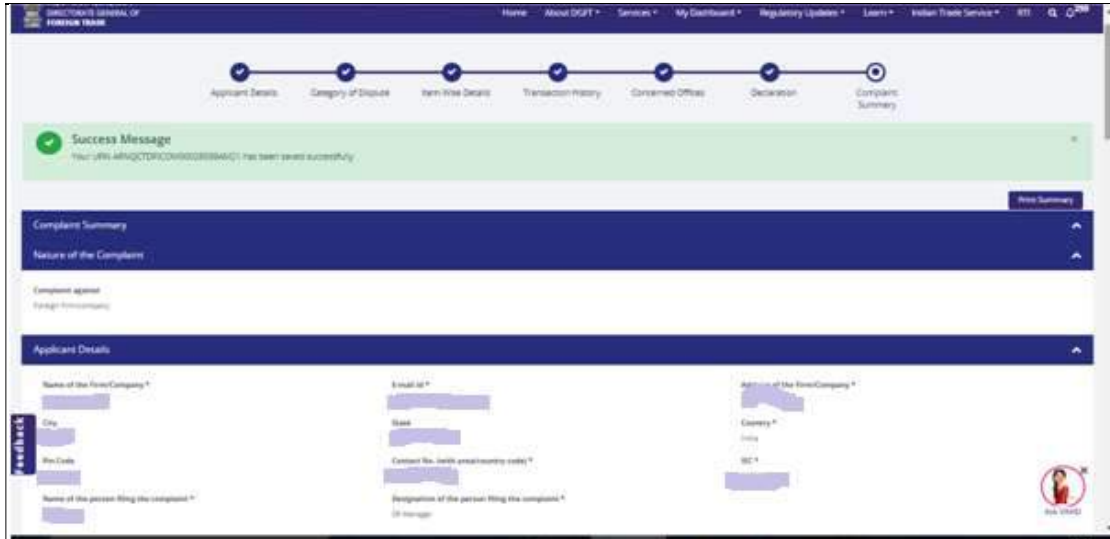
18. In the same screen User may upload up to 5 attachments of 5 MB and enter the remarks and clicks on **Save and Next** Button.



19. Next screen is the Declaration Page, User accept the terms and condition by clicking on check box and enters place. Date is auto populated as per calendar date and user Details are auto populated from IEC profile. User clicks on **Save and Next** Button.



20. Last screen is the Complaint Summary, the details captured throughout in the Complaint Application File is displayed in a single screen.

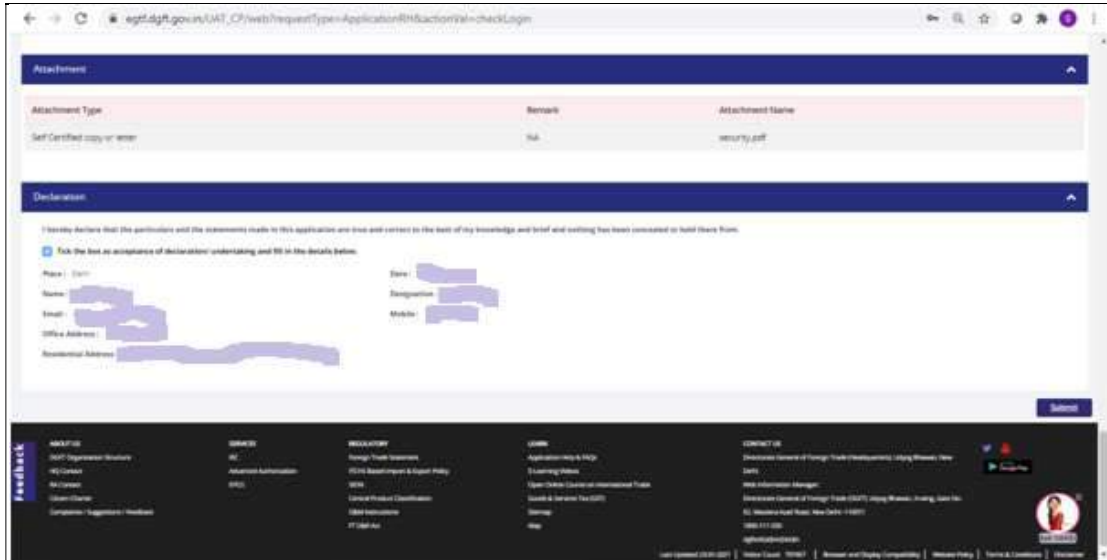


21. User can take Print out of the Complaint in PDF format by clicking on the **Print Summary** button.

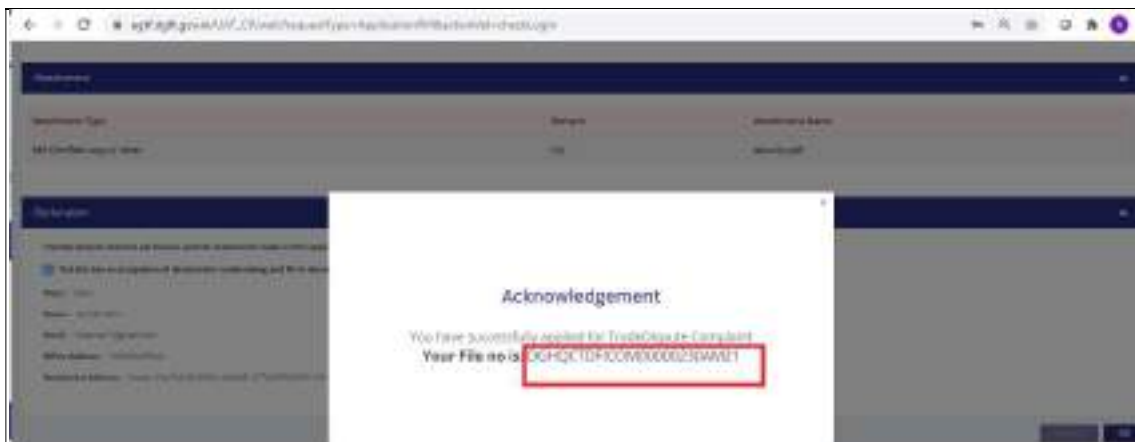


22. At the end of the Complaint Summary page, user clicks on the **Submit** button.





23. On successful Submission File number is generated.



## 8. Common Features in CP

1. User can track the status of a submitted Complaint via **My Dashboard>>Submitted Applications>>** select Type of scheme as **Quality Complaints and Trade Disputes (QCTD)**

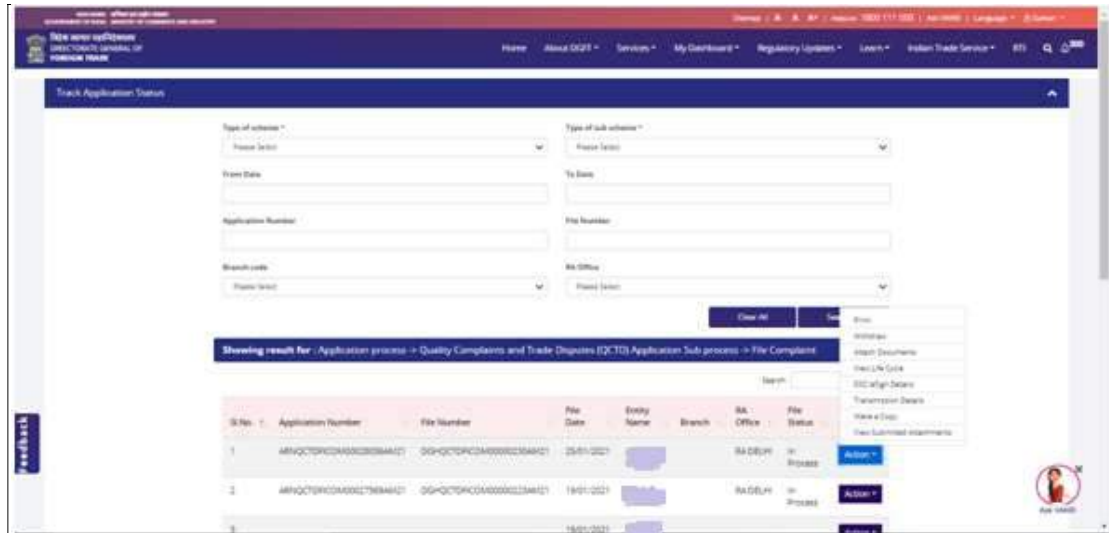
And Type of sub scheme as **File complaint** and click on **Search** button.

S.No.	Application Number	File Number	File Date	Entity Name	Branch	RA Office	File Status	Action
1	WHQCTDPCDVA48822364KZ	DQ-QCTDPCDVA48822364KZ	25/01/2021			RA DELHI	In Process	Action
2	WHQCTDPCDVA48822364KZ	DQ-QCTDPCDVA48822364KZ	19/01/2021			RA DELHI	In Process	Action

2. Other common features are under Action tab wherein user can **withdraw** the Filed complaint. User can withdraw a submitted complaint within 2 days from the date of submission.

3. User can **make a copy** of the existing submitted complaint. A similar copy of the complaint with same data as in original complaint is created with a new Application Number. It will be present in Draft Complaint list of user.

4. User can take a **PRINT** of the submitted Complaint in PDF format.



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