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Government of India
Ministry of Commerce & Industry
Department of Commerce
Directorate General of Foreign Trade
Vanijya Bhawan, New Delhi
Public Notice No.: 38 /2026-27
Dated: 03 November, 2026

Subject: Amendment to Para 8.04(iii) of the Handbook of Procedures (HBP) 2023 – Mechanism for resolving Quality Complaints/Trade Disputes – reg.

In exercise of the powers conferred under Paragraph 1.03 read with Paragraph 2.04 of the Foreign Trade Policy (FTP) 2023, as amended from time to time, the Director General of Foreign Trade hereby amends Para 8.04(iii) of Chapter 8 of the Handbook of Procedures (HBP) 2023, as set out below:

1. Existing Para 8.04(iii)

"The Indian Missions would take up the issue with authorities concerned for resolving the complaint and would update status online on regular basis."

2. Amended Para 8.04(iii)

Para 8.04(iii) of the HBP 2023 shall be substituted by the following:

"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."

3. Effect of this Public Notice

The Indian Missions and the concerned FT Division shall follow and ensure timely updation of the status of complaints/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.

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