



THE PLASTICS EXPORT
PROMOTION COUNCIL

दि प्लास्टिक एक्स्पॉर्ट प्रमोशन कौन्सिल
(भारत सरकार, वाणिज्य एवं उद्योग मंत्रालय, वाणिज्य विभाग द्वारा प्रायोजित)

THE PLASTICS EXPORT PROMOTION COUNCIL

(Sponsored By The Ministry Of Commerce & Industry, Deptt. Of Commerce, Government Of India)

Ref. No. : Plexh/Cir/632

13.01.2022

To,
All members of Plexconcil,

Dear Sir / Madam,

Subject : Continuation of operations of the DGFT 'COVID- 19 Helpdesk' for International Trade related Issues

Ref. No. : Trade Notice No. 29/2021- 2022

We wish to inform you that O/o. DGFT has informed that Department of Commerce and DGFT have undertaken to monitor the status of export and imports and difficulties being faced by trade stakeholders in view of the surge of COVID-19 cases. DGFT has operationalised a '**COVID- 19 Helpdesk**' to support and seek suitable resolutions to issues arising in respect of International Trade.

The 'COVID-19 Helpdesk' would look into issues relating to Department of Commerce/ DGFT, Import and Export Licensing Issues, Customs clearance delays and complexities arising thereon, Import/Export documentation issues, Banking matters etc.

Helpdesk would also collect and collate trade related issues concerning other Ministries/Departments/ Agencies of Central Government and State Governments and will coordinate to seek their support and provide possible resolution(s).

Members may submit information on the DGFT website relating to their issues on which support is required using the following steps—



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i. Navigate to the DGFT Website (<https://dgft.gov.in>) -- > Services -- > DGFT

Helpdesk Service

ii. 'Create New Request' and select the Category as 'Covid-19'

iii. Select the suitable sub-category, enter the other relevant details and submit.

Alternatively, you may send your issues to email id: dgftedi@nic.in with the subject header: Covid- 19 Helpdesk, or call the Toll- Free No at 1800- 111- 550

The status of resolutions and feedback may be tracked using the Status tracker under the DGFT Helpdesk Services. Email and SMS would also be sent as and when the status of these tickets are updated.

Members are requested to kindly make use of the given facilities suitably.

Original TN can be downloaded from below link :-

<https://content.dgft.gov.in/Website/dgftprod/93d1ba9c-4ed9-4853-a75c-740ca84d8654/Trade%20Notice%2029%20-%20Continuation%20of%20DGFT%20Covid-19%20Helpdesk%206Jan2022.pdf>

Best regards

Bharti Parave
Asst. Director – Trade & Policy
PLEXCONCIL