



दि प्लास्टिक एक्स्पोर्ट 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/504

31.10.2022

To,

All Members of Plexconcil

Dear Sir / Madam,

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

We wish to inform you that the O/o DGFT has issued trade notice regarding ICEGATE Helpdesk for redressal of RoDTEP related grievance.

As per the Trade Notice the resolution/ examination of exporter grievance related to scroll out of shipping bills, generation of e-scripts and transfer of e-scripts under RoDTEP Scheme, mechanism of "ICEGATE Helpdesk", **which is available to the exporters 24*7 is functional.**

With this, member can lodge a grievance either:

- By Voice interaction: calling at Toll Free No: 1800-3010-1000 or
- By emailing at icegatehelpdesk@icegate.gov.in

After lodging grievance, member will get a unique ticket/incident number which can be used for record/ follow up.

In case the RoDTEP grievance continues, members can approach the higher authority at email: jsdbk-rev@nic.in

Members may download the trade notice from the below link [click here](#)

Best regards,

Bharti Parave

Asst. Director – Trade & Polic

The Plastics Export Promotion Council