



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

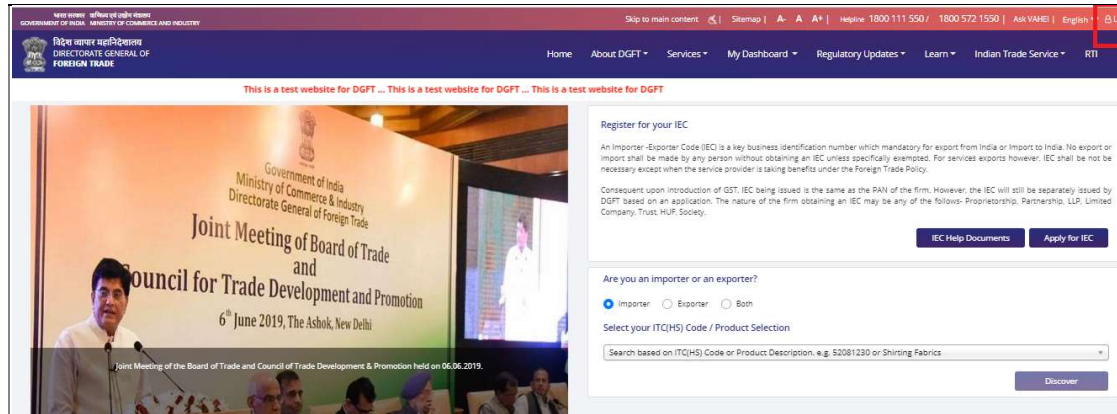
## **2. Contact@DGFT**

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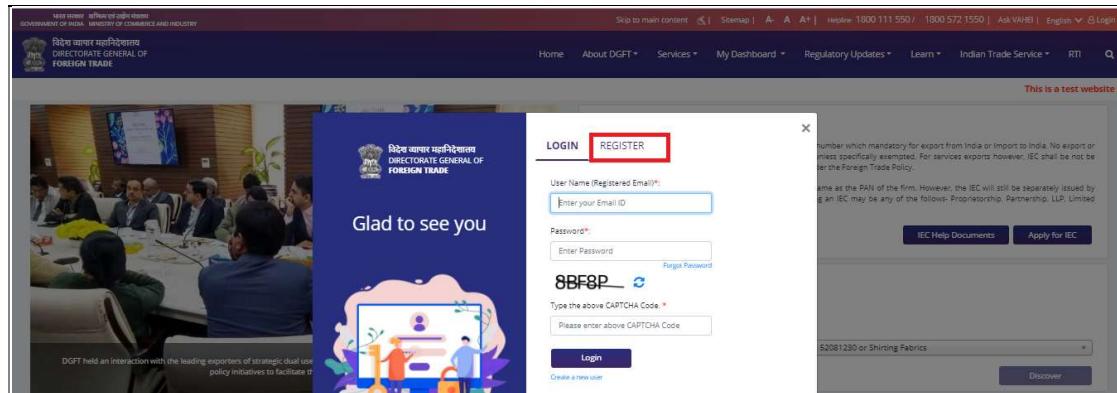
For any issues users can raise any concern to DGFT and may call the given Toll-Free Helpline number given on the DGFT Portal or raise a request using the “Contact@DGFT” page.

## 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.

The screenshot shows the registration page of the Directorate General of Foreign Trade (DGFT) website. The page features a navigation bar with links like Home, About DGFT, Services, My Dashboard, Regulatory Updates, Learn, and Indian Trade Service. A central banner displays the DGFT logo and the text 'Glad to see you'. A 'REGISTER' form is overlaid on the page, containing the following fields and options:

- Register User As\***: A dropdown menu with options: Importer/Exporter, Certifying Authority - CA, CMA, CS, CE, Government Agency, Pre-shipment Agency, and Foreign Importer/Exporter.
- Email Id**: A text input field.
- Mobile No**: A text input field.
- Pincode\***: A text input field.
- District\***: A dropdown menu.
- State\***: A dropdown menu.
- City\***: A text input field.
- CAPTCHA**: A CAPTCHA code '237WK' and a text input field for the user to type the code.
- Terms and Conditions**: A checkbox labeled 'By registering you are agreeing to our terms & conditions'.
- Send OTP**: A button at the bottom of the form.

The background of the page shows a video player with a scene of people in a meeting and a text overlay: 'Officers of the 2017 and 2018 batch of the Indian Trade Service called on 26.11.2021'. The Windows taskbar at the bottom shows the system tray with the date and time '19:23 17-02-2021'.

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.

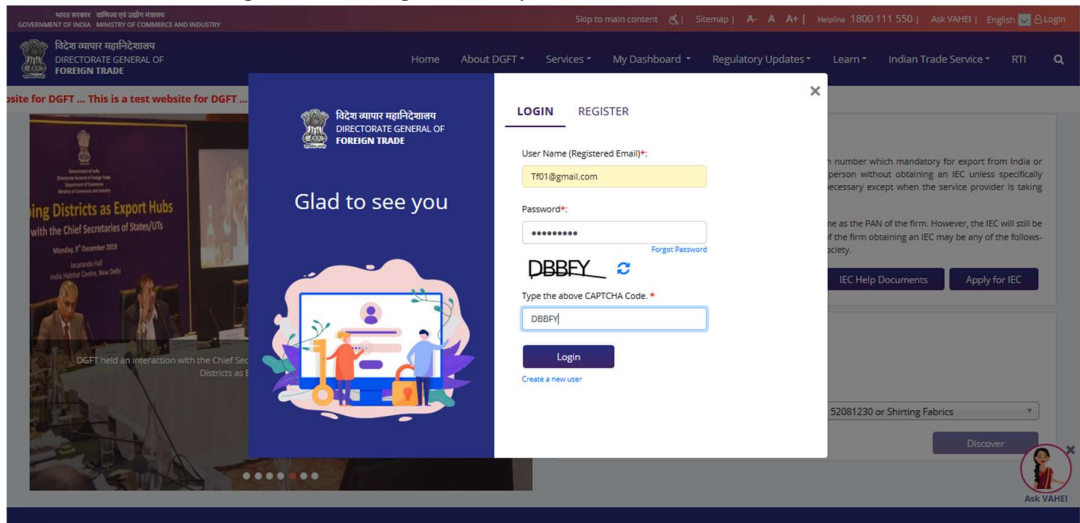
## 4. Login to the new Portal

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

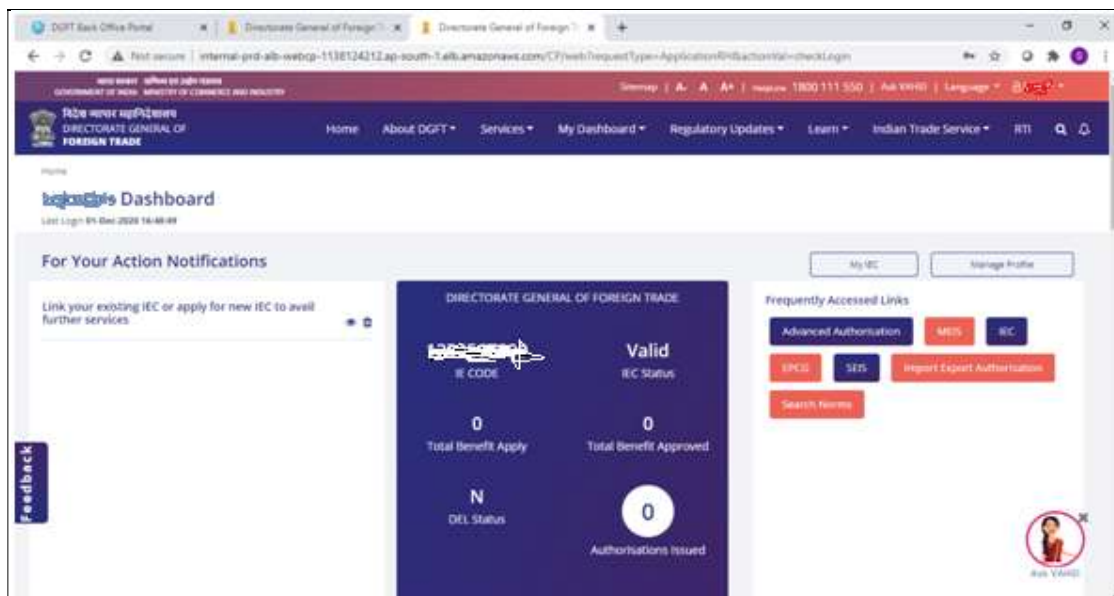
- Internet Connection
- Valid User ID and password provided to log in

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

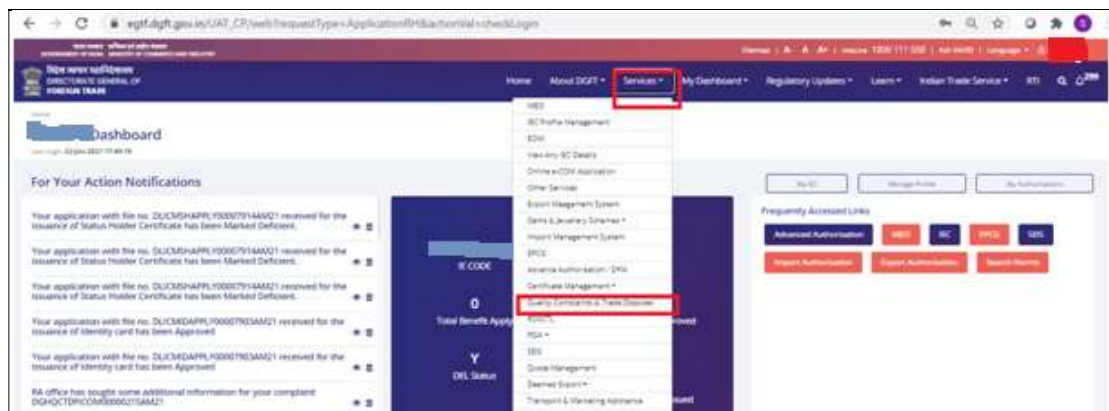
This section covers the process of filing Complaint against Indian/Foreign firm

Steps to apply for QCTD file number are as follows:

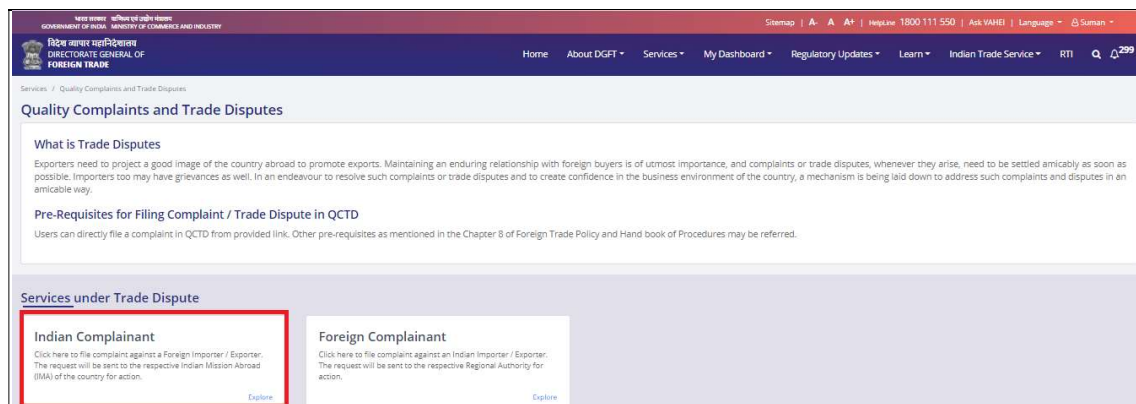
1. Login to the portal with valid credentials and click on 'Services' menu present in the top of the screen



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.



Directorate General of Foreign Trade

Home / Services / Quality Complaints & Trade Disputes

## File Complaint

Last Login: 22-Jan-2021 17:48:18

Draft Application | File Complaint

how: 10 entries

Select	S. No.	Application Number	Created On	Created By	Last Updated On	Last Updated By	Action
<input type="radio"/>	1	ARNQCTDRICOM00027737AM21	20/01/2021 16:38	bhawna11@gmail.com	22/01/2021 12:14	bhawna11@gmail.com	Action +
<input type="radio"/>	2	ARNQCTDRICOM00025430AM21	15/12/2020 15:10	bhawna11@gmail.com	23/12/2020 14:34	bhawna11@gmail.com	Action +
<input type="radio"/>	3	ARNQCTDRICOM00025274AM21	11/12/2020 16:38	bhawna11@gmail.com	11/12/2020 16:38	bhawna11@gmail.com	Action +
<input type="radio"/>	4	ARNQCTDRICOM00025162AM21	09/12/2020 14:01	bhawna11@gmail.com	09/12/2020 14:02	bhawna11@gmail.com	Action +
<input type="radio"/>	5	ARNQCTDRICOM00025136AM21	08/12/2020 12:37	bhawna11@gmail.com	08/12/2020 12:37	bhawna11@gmail.com	Action +
<input type="radio"/>	6	ARNQCTDRICOM00024804AM21	03/12/2020 12:48	bhawna11@gmail.com	04/12/2020 14:18	bhawna11@gmail.com	Action +

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

**Note:**

1. 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.
2. For fresh Application User has to capture data for all the sections from the beginning.

Select	S. No.	Application Number	Created On	Created By	Last Updated On	Last Updated By	Action
<input type="radio"/>	1	ARNQCTDRICOM00027737AM21	20/01/2021 16:38	bhawna11@gmail.com	22/01/2021 12:14	bhawna11@gmail.com	Action +
<input type="radio"/>	2	ARNQCTDRICOM00025430AM21	15/12/2020 15:10	bhawna11@gmail.com	23/12/2020 14:34	bhawna11@gmail.com	Action +
<input type="radio"/>	3	ARNQCTDRICOM00025274AM21	11/12/2020 16:38	bhawna11@gmail.com	11/12/2020 16:38	bhawna11@gmail.com	Action +
<input type="radio"/>	4	ARNQCTDRICOM00025162AM21	09/12/2020 14:01	bhawna11@gmail.com	09/12/2020 14:02	bhawna11@gmail.com	Action +
<input type="radio"/>	5	ARNQCTDRICOM00025136AM21	08/12/2020 12:37	bhawna11@gmail.com	08/12/2020 12:37	bhawna11@gmail.com	Action +
<input type="radio"/>	6	ARNQCTDRICOM00024804AM21	03/12/2020 12:48	bhawna11@gmail.com	04/12/2020 14:18	bhawna11@gmail.com	Action +
<input type="radio"/>	7	ARNQCTDRICOM00024437AM21	27/11/2020 20:58	bhawna11@gmail.com	30/11/2020 11:29	bhawna11@gmail.com	Action +
<input type="radio"/>	8	ARNQCTDRICOM00023186AM21	24/11/2020 21:09	bhawna11@gmail.com	26/11/2020 11:18	bhawna11@gmail.com	Action +
<input type="radio"/>	9	ARNQCTDRICOM00021163AM21	19/11/2020 12:50	bhawna11@gmail.com	19/11/2020 12:51	bhawna11@gmail.com	Action +
<input type="radio"/>	10	ARNQCTDRICOM00019768AM21	12/11/2020 20:47	bhawna11@gmail.com	18/11/2020 12:12	bhawna11@gmail.com	Action +

Start Fresh Application | Proceed With Existing Application

Previous

5. 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 shows the 'Applicant Details' section of a complaint form. The form is titled 'Nature of the Complaint' and includes a dropdown for 'Complaint against'. Below this, the 'Applicant Details' section contains several input fields: 'Name of the Firm/Company', 'Email ID', 'Address of the Firm/Company', 'City', 'State' (with a dropdown menu), 'Country', 'Pin Code', 'Contact No. (with international code)', and 'Designation of the person filing the complaint'. A 'Feedback' button is located on the left side of the form. At the bottom, 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 shows the 'Details of Firm against which complaint is being made' section. This section includes a 'Type' dropdown menu, a 'Sub Type' dropdown menu, and several input fields: 'Name of the Firm/Company', 'Email ID', 'Address of the Firm/Company', 'City', 'State', 'Country' (highlighted with a red box), 'Pin Code', and 'Contact No. (with international code)'. 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.

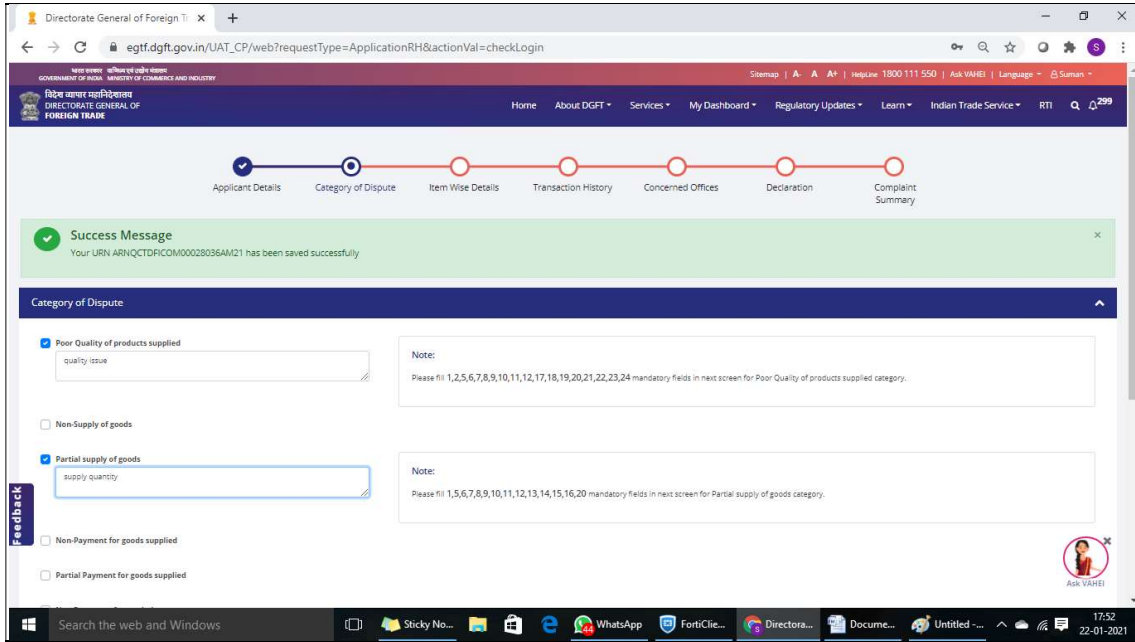
iii) We have validation in our system where an Indian Firm cannot file complaint against Indian Firm and similarly a foreign firm cannot file complaint against a Foreign Complainant.

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

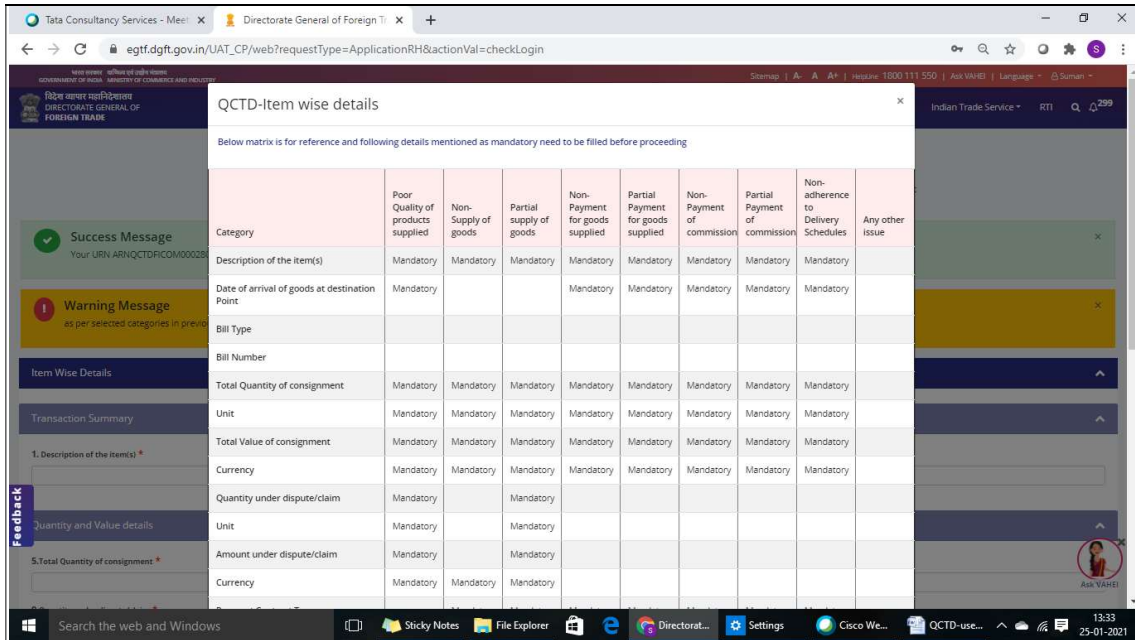
11. Application number is generated after clicking on **Save and Next** button.

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 asterisk symbol in the Item Wise Details screen.

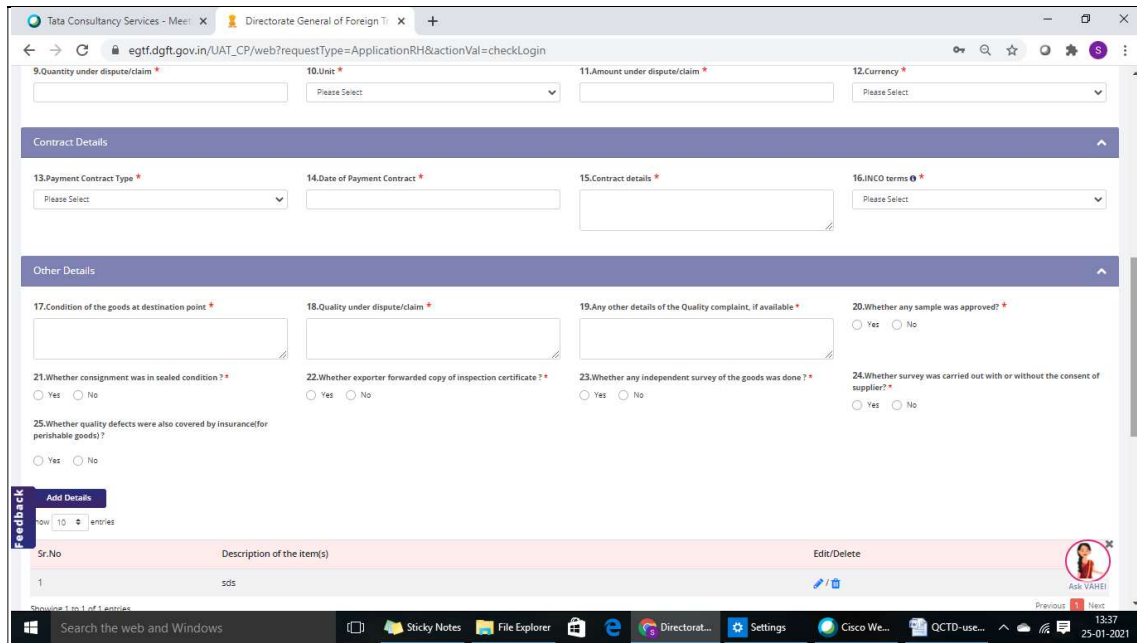


13. QCTD-Item wise details : A matrix for reference is displayed for QCTD Item wise details in a pop up screen.

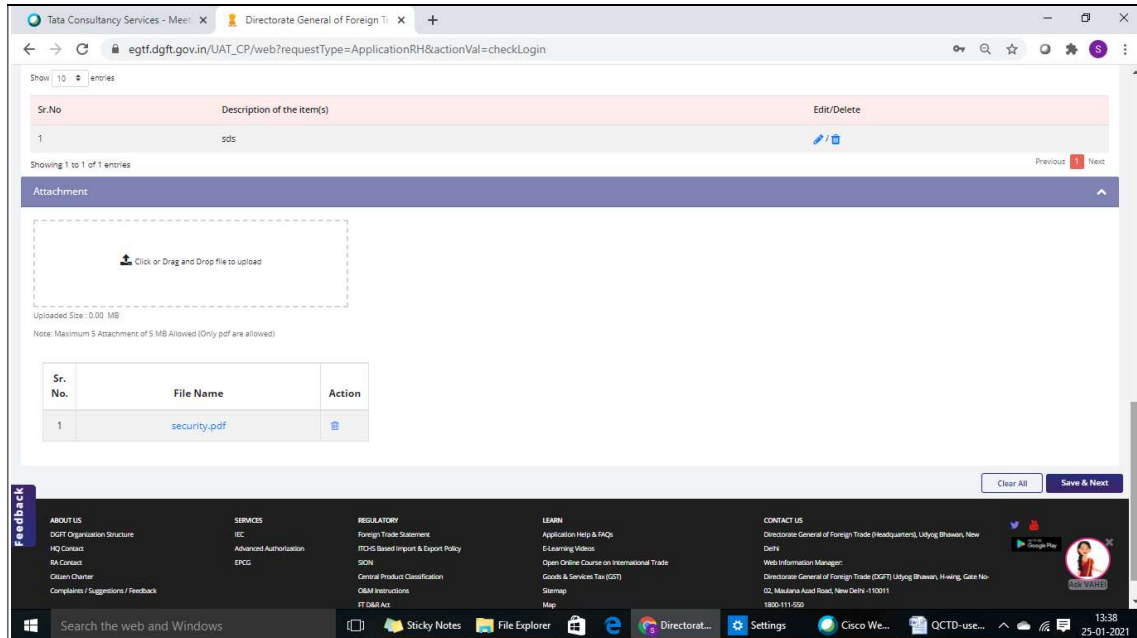


14. Next screen is for **Item wise details**. User captures details for Transaction Summary, Quality and Value Details, Contract Details, Other details and Click on **Add** button.

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.

Transaction History

Whether imports were effected from this supplier/exporter in the past  
 Yes  No

Complaint on the past dealing with this trader (if any) and mode of their settlement.

Whether further orders have been placed with the same trader subsequently  
 Yes  No

Any other relevant information that may be assistance in investigation of the complaint

DGFT Reference Number, if any such complaint is made earlier on this portal

Clear All Save & Next

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.

Concerned Offices

[View Country-Embassy-Commerce Division Mapping](#)

Concerned Embassy of India \*

Concerned DGFT Regional Authority (RA) \*

Concerned Department of Commerce Division \*

Attachment

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.



Success Message  
Your URN ARNQCTDFCOM00028036AM21 has been saved successfully

**Concerned Offices**

View Country-Embassy-Commerce Division Mapping

Concerned Embassy of India: Embassy of India Beijing  
Concerned DGFT Regional Authority (RA): RA DELHI  
Concerned Department of Commerce Division: North East Asia

**Attachment**

Attachment Type: Please select  
Options: Self Certified copy of letter, Requisite Certificate, OTHER

Remark:

Uploaded Document List

Attachment Type	Remark	View/Add More Attachments	Delete
No data available in table			

Note: Maximum 5 Attachment of 5 MB Allowed (Only pdf/jpg are allowed)

Upload Attachments

Clear All

ABOUT US | SERVICES | REGULATORY | LEARN | CONTACT US

Search the web and Windows

13:40 25-01-2021

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.

Success Message  
Your URN ARNQCTDFCOM00028036AM21 has been saved successfully

**Declaration**

I hereby declare that the particulars and the statements made in this application are true and correct to the best of my knowledge and belief and nothing has been concealed or held back there from.

I acknowledge the terms and conditions of the application and I agree to the same.

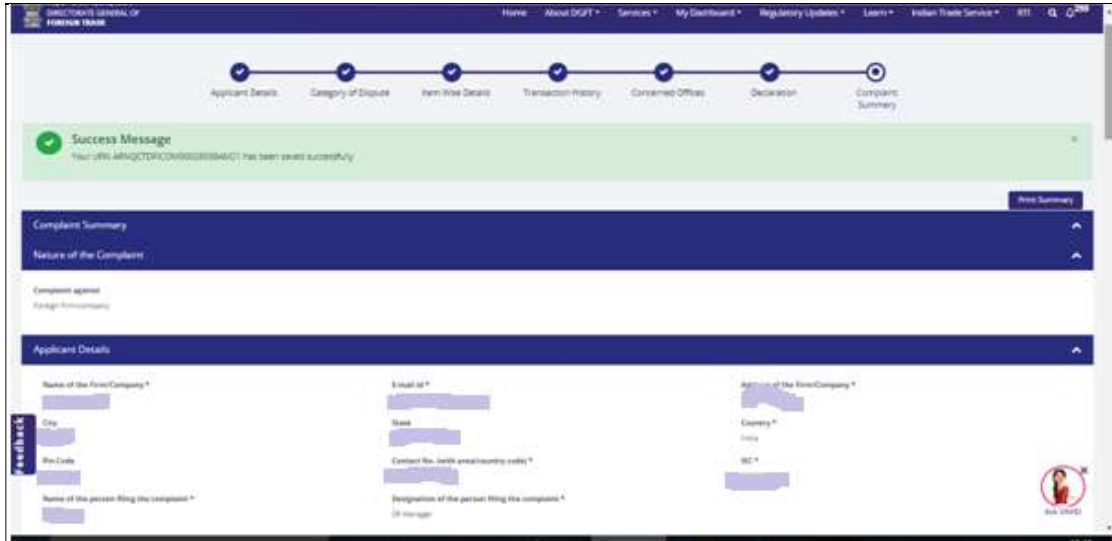
Place:  Date:

**User Details**

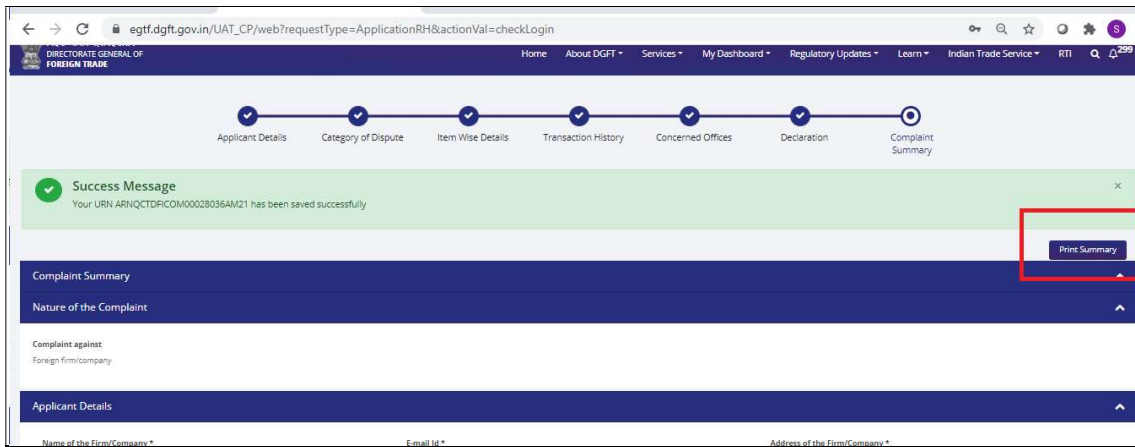
Name:  Designation: SR Manager  
 Email:  Mobile:   
 Office Address: NARODA ROAD  
 Residential Address:

Clear All

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

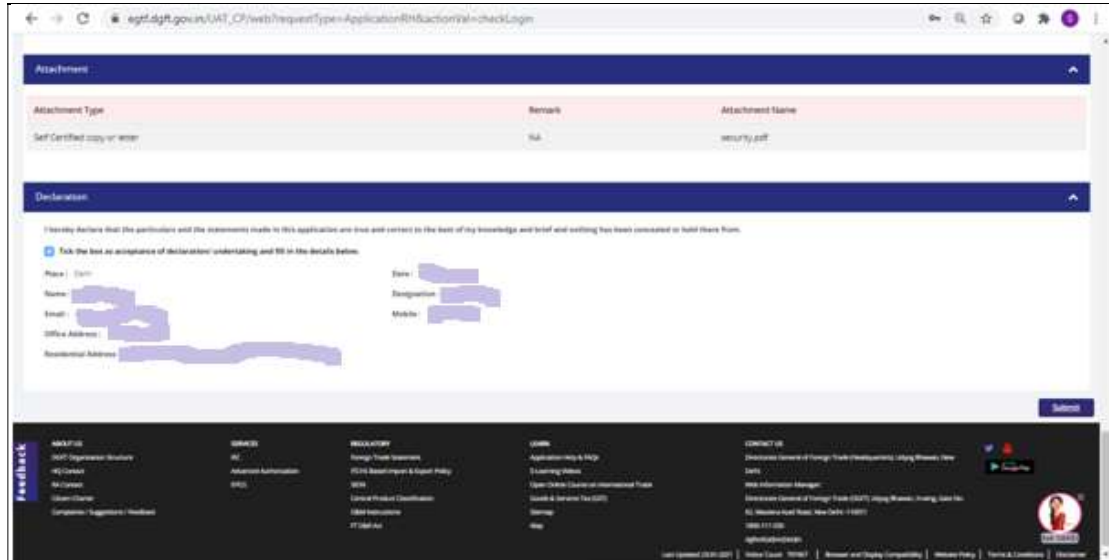


21. User can take Print out of the Complaint in PDF format by clicking on the **Print Summary** button.

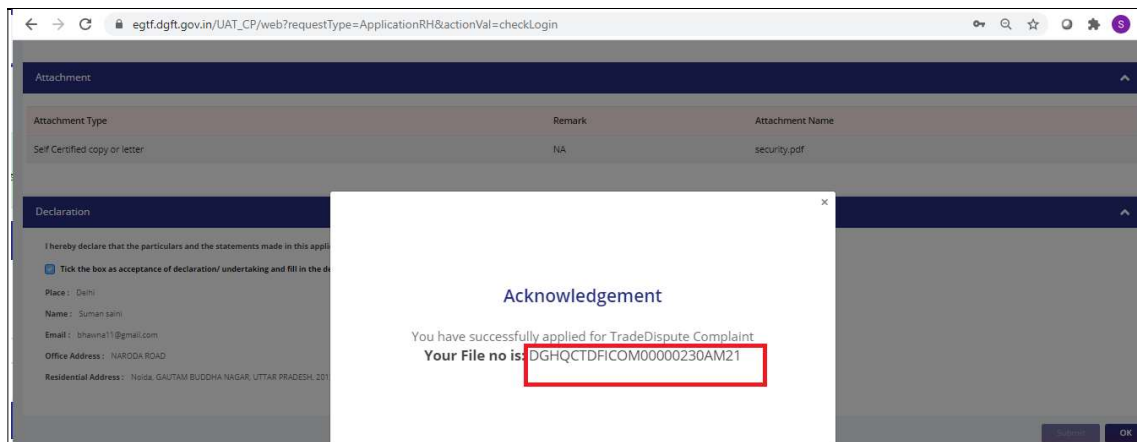


22. At the end of the Complaint Summary page, user clicks on the **Submit** button.





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.

The screenshot shows the 'Track Application Status' form in the QCTD Customer Portal. The form is titled 'Track Application Status' and has a 'Feedback' button on the left. The form contains the following fields:

- Type of scheme \***: Quality Complaints and Trade Disputes (QCTD)
- Type of sub scheme \***: File Complaint
- From Date**: [Empty text box]
- To Date**: [Empty text box]
- Application Number**: [Empty text box]
- File Number**: [Empty text box]
- Branch code**: Please Select
- RA Office**: Please Select

At the bottom right, there are two buttons: 'Clear All' and 'Search'. A user profile icon for 'Ask VAHEI' is visible in the bottom right corner.

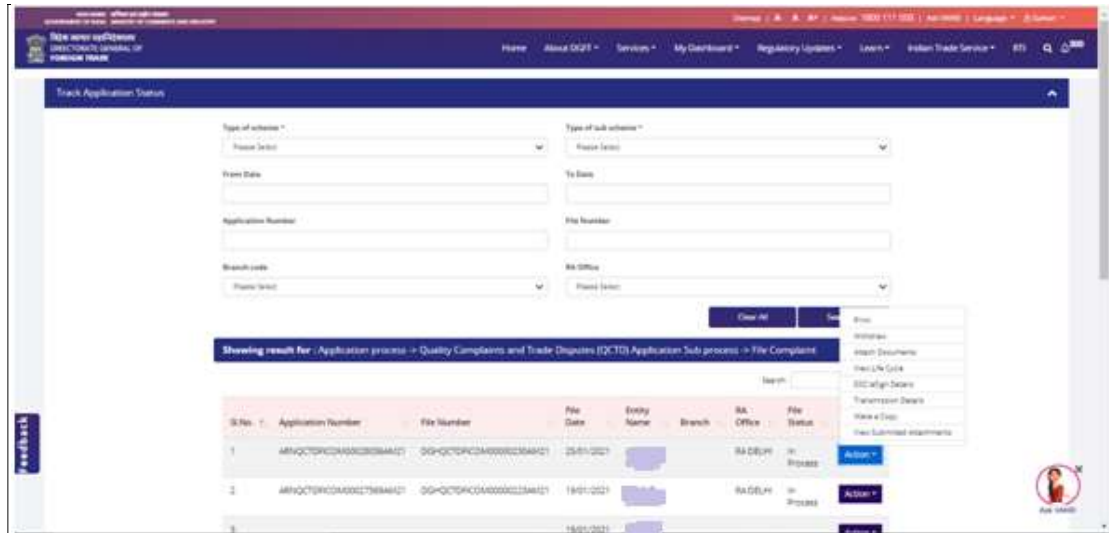
The screenshot shows the search results for 'File Complaint'. The results are displayed in a table with the following columns: S.No., Application Number, File Number, File Date, Entry Name, Branch, RA Office, File Status, and Action.

S.No.	Application Number	File Number	File Date	Entry Name	Branch	RA Office	File Status	Action
1	WHQCTDRCDA482223442	DQ-QCTDRCDA482223442	25/01/2021			RA DELHI	In Process	Action
2	WHQCTDRCDA482223442	DQ-QCTDRCDA482223442	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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