

Complaint Resolution System

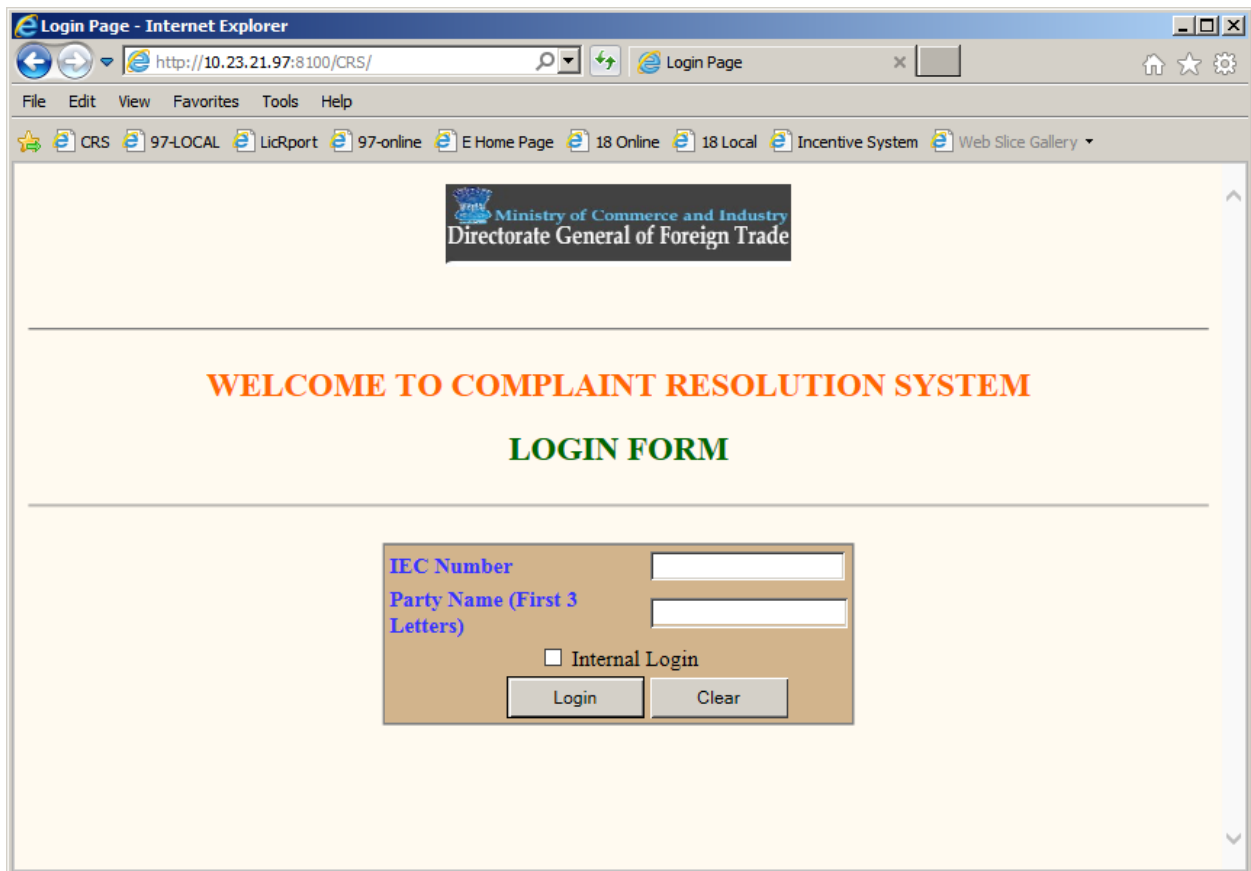
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1. How to login

1.1 Go to DGFT website <http://dgft.gov.in>.

1.2 Click on the “Complaint Resolution System” to register the complaint. Following screen will appear.



The screenshot shows a web browser window titled "Login Page - Internet Explorer" with the address bar displaying "http://10.23.21.97:8100/CRS/". The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The address bar shows several bookmarks: CRS, 97-LOCAL, LicReport, 97-online, E Home Page, 18 Online, 18 Local, Incentive System, and Web Slice Gallery. The main content area features the logo of the Ministry of Commerce and Industry, Directorate General of Foreign Trade. Below the logo, the text "WELCOME TO COMPLAINT RESOLUTION SYSTEM" is displayed in orange, followed by "LOGIN FORM" in green. The login form is a light brown box containing two input fields: "IEC Number" and "Party Name (First 3 Letters)". Below these fields is a checkbox labeled "Internal Login". At the bottom of the form are two buttons: "Login" and "Clear".

1.3 Login using your IEC number and password. Password is first 3 letters of party name and Click on “Submit” button.

2. Register a new complaint

2.1 To register your complaint click on “COMPLAINT REGISTRATION” option.



2.2 On complaint registration screen Exporter/Importer requires to fill the details like Complaint Name, Mobile , E-Mail ID, select the concerned DGFT Office [For eg. Like 01 for New Delhi (HQ) & 05 for New Delhi (CLA)]. Select the Subject Scope Issue like IEC/Authorization/Shipping bill etc. to which the complaint related. Fill the complaint description field.

The screenshot shows a web browser window titled "Complaint Registration - Internet Explorer" with the URL "http://10.23.21.97:8100/CRS/cmsReg.jsp". The page header includes the text "Complaint Registration" and "Login on 27.05.2014at 15:32(IST)". Below the header, it says "Welcome :DGFT TEST IEC" and has "Back" and "logout" links. The main content area contains a form with the following fields:

- Complainant Name * (empty text box)
- Party Name (text box containing "DGFT TEST IEC")
- IEC (text box containing "1234567890")
- Telephone* (text box containing "011-25346", with a red note "eg.01125264567")
- Mobile* (text box containing "919889565660", with a red note "eg. 919889565660")
- email* (text box containing "aks@ub.nic.in")
- DGFT office* (dropdown menu showing "1" and "New Delhi")
- Subject Scope Issue * (dropdown menu showing "IEC")
- Date of Complaint (text box containing "27.05.2014")
- Complaint Details (maximum 100 characters allowed)* (text area)

At the bottom of the form is a "Register" button.

2.3 Press “Register” Button. An automated “Complaint Number” will be generated. As shown in the figure below. You may note down the “Complaint Number” for future references.



3. View Complaint Status

3.1 To view the status of your complaints click on “VIEW STATUS” option.



3.2 You can view complaint status in the following screen.

User Complaint Status Login on 27.05.2014 at 15:36(IST)

Welcome : **DGFT TEST IEC** [Back](#) [logout](#)

Complaint Number :

Complaint Type : S-Shipping Bill, A-Authorization, I-IEC, O-Others

S.No	Complaint No.	Complaint Date	Complaint Type	Subject	Status	Remarks	Action taken by
1	DGFTAM14/00019	27.05.2014	A	ERROR IN SHIPPING BILL	PENDING		
2	DGFTAM14/00018	20.05.2014	I	FHFJYTJYGVB	PENDING		
3	DGFTAM14/00017	20.05.2014	S	ERROR 93	PENDING		
4	DGFTAM14/00016	19.05.2014	I	SDFSADFSDF	PENDING		
5	DGFTAM14/00015	13.05.2014	I	HJKYIYYG	COMPLETED	ISSUE HAS BEEN SOLVED	Sathya Kumari Sridhar
6	DGFTAM14/00014	13.05.2014	I	GGJHJ	PENDING		
7	DGFTAM14/00013	13.05.2014	I	DDDD	PENDING		
8	DGFTAM14/00012	09.05.2014	I	SDFSFSG	PENDING		
9	DGFTAM14/00011	09.05.2014	I	NN	PENDING		
10	DGFTAM14/00010	09.05.2014	I	FGH	COMPLETED	FGHJKLJ	System Administrator
11	DGFTAM14/00009	09.05.2014	I	IEC NOT SUBMITTED	COMPLETED	NIC TEAM WORKING ON THIS ISSUE .AT HAS BEEN SOLVED ASAP	R.Kumar
12	DGFTAM14/00008	09.05.2014	I	ASDSAD	PENDING		
13	DGFTAM14/00007	09.05.2014	A	ERROR 93	PENDING		

4. Other useful details

For any queries reach DGFT Helpdesk on our Toll Free number: 1800 111 550 and email id:

dgftedi@nic.in