

*Coord. of Foreign Trade*  
Please refer <https://dgft.gov.in> for latest FAQs & Help Documents

## QCTD FAQs

**Q1. What does QCTD stand for? What are the benefits of this module?**

- QCTD stands for Quality Complaints and Trade Disputes. The objective of this module is to resolve complaints or trade dispute matters whenever they arise, in an amicable manner as soon as possible. Exporters need to project a good image of the country abroad to promote exports. Maintaining an enduring relationship with foreign buyers is of utmost importance. In an endeavor to resolve such complaints and to create confidence in the business environment of the country, this mechanism is being laid down to address such complaints and disputes.

**Q2. What is meant by a complainant?**

- In this module the Indian or Foreign Importer/ Exporter filing the complaint will be referred as 'Complainant'

**Q3. What is meant by a complaine?**

- Foreign or Indian Importer/ Exporter against whom the complaint is made will be referred as 'Complaine'.

**Q4. What are the prerequisites for applying for filing a complaint for Quality Complaints and Trade Disputes (QCTD)?**

For filing a complaint for Quality Complaints and Trade Disputes (QCTD), following are required:

- User profile must be linked with an IEC for Indian Complainant.
- Valid PAN number of Indian importer/exporter
- Valid Mobile Number and Email ID.
- Other pre-requisites as mentioned in the Chapter 8 of Foreign Trade Policy and Handbook of Procedures may be referred

**Q5. Where can we apply for QCTD or where we can get the link to apply for QCTD?**

Please follow the below path to file complaint for QCTD:

- Services > Quality Complaints and Trade Disputes
- Click on Indian complainant or foreign complainant tile provided under "Services under Trade Dispute".

**Q6. What is the application fee?**

- There is no application fee required for filing a complaint under QCTD module.

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**Q7. If my IEC is in DEL/cancelled/suspended, am I eligible to file a complaint under QCTD module?**

- Complaint may be filed under QCTD module for old disputes even if IEC is in DEL/ cancelled/ suspended.

**Q8. What is an application number? Where can I find it?**

When an application is created and saved for the first time, an application number gets created. All draft applications have an application number. The same can be found by following the below path:

- My Dashboard > Draft applications

*Request is sent to India Mission abroad for Action -*

**Q29. Can I enter additional optional fields in Item wise details tab?**

- Yes, you may enter additional fields in Item wise details tab. There are no restrictions

**Q30. Can I edit my application after submitting the same on Customer Portal?**

- The application once submitted cannot be edited.

**Q31. Can I reopen my complaint if I am not satisfied with the resolution provided?**

- No, there is no provision or reopening the complaint.

**Q32. Am I allowed to make changes in my application and how?**

- Yes, you may make changes in your application any time before submission by navigating to the desired tab and modifying the details. Please click on Save and next button and changes will get saved.

**Q33. How can I verify the changes that I saved are successfully reflecting in my application?**

- You may verify the same by clicking on complaint summary tab and updated details will be displayed.

**Q34. What should I do if I am facing issues in linking my IEC?**

- Logon to DGFT website via link <https://dgft.gov.in/>
- Click on Application Help & FAQs under "Learn" menu tab.
- Check the documents uploaded under IEC Management Profile for reference.

**Q35. What should I do if I want to modify my IEC?**

- Logon to DGFT website via link <https://dgft.gov.in/>
- Click on Application Help & FAQs under "Learn" menu tab.
- Check the documents uploaded under IEC Management Profile for reference.

**Q36. Do I need to use the same mobile and email which is registered under IEC while filing a complaint for QCTD?**

- Yes, you need to use the same mobile and email which is registered under IEC while filing a complaint for QCTD

**Q37. What should I do if I'm getting the alert message "Please click on Add Details button placed above attachment section before clicking on Save & Next button"?**

- Please click on "Add Details" button provided above Attachment section to fetch the details in the grid before clicking on Save & Next button.

**User Registration Process for foreign importer/exporter****Q38. If I am a foreign importer/exporter, how can I register on portal?**

Foreign importer/exporter are on-boarded on customer portal and may register by adopting the following path:

- Click on Search
- Click on Action (Under the Results) > View Life Cycle
- Details like Action taken on file, Action Date and Action by are visible in tabular format

**Q55. Is there any restriction on count of Make a copy functionality while filing a complaint for QCTD?**

- No, you may make as many copies as you want by Make copy functionality while filing a complaint for QCTD.

**Q56. Is there a provision to delete the draft application?**

Yes, you can delete a draft application. The same can be done by following the below path:

- Services > Quality Complaints and Trade Disputes
- Click on Indian complainant or foreign complainant tile provided under "Services under Trade Dispute"
- Select the radio button against the draft application you wish to delete.
- Click on Action (Under the Results) > Delete
- A pop up will appear "Are you sure, you want to delete this draft?"
- Click on Ok and a successful message will appear that draft is deleted successfully.

**Q57. Is there a provision to make a copy for draft application?**

Yes, you can make copy of draft application. The same can be done by following the below path:

- Services > Quality Complaints and Trade Disputes
- Click on Indian complainant or foreign complainant tile provided under "Services under Trade Dispute"
- Select the radio button against the draft application you wish to make a copy.
- Click on Action (Under the Results) > Make a copy.
- A pop up will appear "Are you sure, you want to clone this draft?"
- Click on Ok and a successful message will appear with application details.