

A) DGFT (Director General for Foreign Trade)

Directorate General of Foreign Trade (DGFT) organization is an attached office of the Ministry of Commerce and Industry and is headed by Director General of Foreign Trade. Right from its inception till 1991, when liberalization in the economic policies of the Government took place, this organization has been essentially involved in the regulation and promotion of foreign trade through regulation. Keeping in line with liberalization and globalization and the overall objective of increasing of exports, DGFT has since been assigned the role of "facilitator". The shift was from prohibition and control of imports/exports to promotion and facilitation of exports/imports, keeping in view the interests of the country.

1. Role of DGFT

- The Government of India may appoint any person as Director General of Foreign Trade
 - For the purpose of Foreign Trade Development and Regulation (FTDR).
- The Director General
 - advice the Central Government in the formulation of export and import policy
 - responsible for carrying out that policy
- Principle objectives is to promote trade in goods and services

2. Organizational Set-up of DGFT

This Directorate, with headquarters at New Delhi, is responsible for formulating and implementing the Foreign Trade Policy with the main objective of promoting India's exports. The DGFT also issues scrips/authorization to exporters and monitors their corresponding obligations through a network of 25 regional offices and an extension counter at Indore. The regional offices are located at Ahmedabad, Bengaluru, Bhopal, Chennai, Coimbatore, Delhi, Ernakulam (Kochi), Guwahati, Hyderabad, Indore, Jaipur, Jammu, Kanpur, Kolkata, Ludhiana, Mumbai, Nagpur, Panipat, Pune, Rajkot, Srinagar, Surat, Vadodara, Varanasi and Visakhapatnam.

DGFT HQ and many of its regional offices are ISO 9000:2008 certified Organizations. All regional offices provide facilitation to exporters in regard to developments in international trade, i.e. WTO agreements, Rules of Origin and anti-dumping issues, etc. to help exporters in their import and export decisions in an internationally dynamic environment.

3. Computerization (Installing E- Governance Services)

Objective

- E-filing of applications and E-commerce
 - Exporters can file application electronically
 - The application gets processed in local DGFT office and license is issued
 - DGFT has enabled digital signature
 - Exporter can access and print license at his end
- Electronic approval of licensing authority
 - LEMIS software has developed
 - The authorized person can access to the application through his computer and printing of license by clicking approval button
- Importer-Exporter Code (IEC) and Binary Identification Number (BIN)
 - Every exporter has to obtain IEC number and BIN for import/export any items
- Getting information for IECs registered other ports
 - If branch office is located in the jurisdiction of local DGFT and has applied for a license for a particular scheme then local DGFT office has to download IEC details registered
- Licensing information at the disposal of DGFT
 - DGFT server, gets details of license issued at various port offices in the country through NICNET for further statistical analysis and dissemination.

Computerization Phase-I

- A comprehensive software package was developed
 - To computerize
 - Receipt
 - Issue Counter
 - Importer Exporter Code Section

- Advance Licensing
- Export Promotion Capital Goods Scheme (EPCGS)
- Duty Exemption Pass Book (DEPB)
- System Used
 - Pentium system with Unix OS with Printers and Terminals
 - Unix RDBMS was provided and later Oracle 7.3 was also provided

Computerization Phase-II

- A web enabled LEMIS (Licensing, e-Commerce, Monitoring, Information System) was implemented
- System used
 - Windows NT 4.0/DB2 UDB 5.0/JDK 1.1.5
 - LAN (established by NIC)
 - Powerful database servers
 - Ink jet/laser printers
 - UPS in all port offices
- A virtual assistance bot to help importers and exporters was also added to the website of the DGFT.

4. Conclusion

DGFT is effectively using E-Government as the new and ambitious way of utilizing Information and Communication Technology (ICT) to bring governments closer to the businessman through major improvements in the delivery of services, laws and strict advanced rules for businessman to work and make them feel comfortable. Using this advanced technology the long queue of lines are reduced and even the performance and the quality of service of government have increased rapidly and both the government and the public are happy after using this system. Hence E-governance has made a huge leap in the process of providing quality of services to the people with the help of E-Governance.

5. Reference

- <https://www.dgft.gov.bz/a-brave-new-digital-world-the-power-of-e-government/#>
- <https://www.slideshare.net/NalinAdhikari/dg-35199184>