Government of India
Ministry of Commerce and Industry
Department of Commerce
Directorate General of Foreign Trade

Vanijya Bhawan, New Delhi
Date: 16th August 2024

Trade Notice No. 13/2024-25

To

1. All Exporters/Members of Trade & Industry
2. All Agencies / Chamber enlisted under FTP
3. All Export Promotion Councils / Trade and Industry Associations
4. All DGFT Regional Authorities

Subject: Launch of Revamped Non-Preferential Certificate of Origin (eCoO) 2.0 System-reg.

It is hereby informed that enhanced version of the Non-Preferential Certificate of Origin (eCoO) system - **eCoO 2.0** - is scheduled for launch. This upgraded system offers several new and user-friendly features aimed at streamlining the certification process for exporters. Some notable features of the revamped eCoO 2.0 system include:

I. **Multi-User Access:** Exporters can now assign multiple users/applicants under a single Importer Exporter Code (IEC).

II. **E-Signature Options:** In addition to the digital signature token, Aadhaar-based e-signing would be available.

III. **Integrated Dashboard:** A common platform will provide seamless access to eCoO and other related services such as Free Trade Agreement (FTA) information, trade events, and more.

The eCoO 2.0 system will be hosted on the following web-domain: https://www.trade.gov.in

2. **Key Dates for Implementation:**

I. **Onboarding of Issuing Agencies:** The process for onboarding Chambers of Commerce and Industry, along with other notified issuing agencies (as per Appendix-2E of the FTP), will commence on **19ᵗʰAugust 2024** and conclude preferably by **27ᵗʰAugust 2024**.

II. **Filing of Non-Preferential Certificates:** Exporters may begin filing Non-Preferential Certificates of Origin through the new system with issuing agencies starting from **28ᵗʰAugust 2024**.

3. Specific points for attention of the Issuing Agencies are as follows-

   I. **For the Issuing Agency Administrator Account:**

      i. All authorized issuing agencies are required to designate an administrator for online user management and office management functionalities.The administrator shall register on the eCoO 2.0 system by navigating to the *eCoO 2.0 system website → Register and select 'Register User As' - 'CoO Authorized Agency'*. Then, select the concerned issuing agency and the role (**Administrator**) and attach the authorisation letter.The administrator user shall attach the authorisation letter on the issuing agency's letterhead along with their official email as recorded with DGFT.

      ii. After successful activation of their account, the administrator shall add their regional office(s) details navigating to: *My Dashboard → Office Management → Add office details.*

      iii. As a one-time exercise, upload images of the stamps for all regional offices under *My Dashboard → Office Management*.

      iv. As a one-time exercise, upload images of all Issuing Officers' signatures under *My Dashboard → User Management*.

      v. Administrators must ensure to remove the background from the stamp and signature images before uploading.

vi. Agencies may Activate, deactivate, or map issuing officers to respective offices through the User Management tab under My Dashboard.

II. **For the Agency/Chamber Officer Account:**

i. All issuing officers are required to register by navigating to the *eCoO system website → Register*, selecting 'Register User As' - 'CoO Authorized Agency', choosing the issuing agency, selecting the regional office, and then selecting the role (**Officer**). This request shall be assigned to the respective Issuing agency's Administrator for approval and shall be visible under *My Dashboard → User Management* to Agency Administrator.

ii. Issuing officers must use only their official email address for registration.

iii. Issuing officers must register their digital token key under *My Dashboard → Register Digital Signature Certificate* to enable them to digitally sign the eCoOs.

III. The concerned agencies shall ensure that their onboarding process on the eCoO2.0 system is completed latest by 27.08.2024, to ensure a seamless transition to eCoO 2.0

4. Specific points for managing the given transition is submitted for attention of concerned exporters and Issuing agencies as follows–

I. Issuing Agencies shall process all pending Non-Preferential Certificate of Origin (CoO) applications submitted up to 27.08.2024 in the **legacy eCoO 1.0 system** (https://coo.dgft.gov.in). Agencies shall continue to handle subsequent actions on these applications in the existing platform after 27.08.2024. For e.g. application for in-lieu CoO applied against a Non-Preferential eCoO issued on from the legacy eCoO1.0 system shall be filed on the legacy 1.0 system even after 28.08.2024. Submission of new Non-

Preferential CoO applications in the legacy system shall however be stopped with effect from 28.08.2024.

II. All new Non-Preferential CoO applications on or after 28.08.2024 shall be filed on the revamped eCoO 2.0 system (https://trade.gov.in).

III. The exporters' login credentials as created on the DGFT website (https://dgft.gov.in) shall also work on the revamped eCoO 2.0 system. There is no need for the exporter to create new accounts on this eCoO 2.0 system. However, if any additional exporter accounts are required, the same may be created on the DGFT Website. All exporter accounts created on the DGFT Website shall be automatically synced with the eCoO 2.0 user accounts.

IV. In case any exporters is not registered on DGFT Website, they would be required to register on DGFT Website and link their email to their IEC as per the defined processes. Please refer to the *Application Help & FAQs* section on DGFT Website → Learn (https://www.dgft.gov.in/CP/?opt=application-help) for more details.

V. Applications for Preferential CoO shall continue to be filed in the legacy eCoO 1.0 system (https://coo.dgft.gov.in). The roll-over of Preferential CoO to the revamped eCoO 2.0 system shall be announced subsequently.

VI. Both the revamped eCoO 2.0 system (for NP CoO applications) and the legacy eCoO 1.0 systems will operate simultaneously until the transition of all CoO processes to the eCoO 2.0 system is completed.

5. E-Wallet Facility on eCoO 2.0– E-Wallet facility shall also be available within the upgraded eCoO 2.0 system. While this feature will provide added convenience to users of the new platform, please note the following important information regarding its implementation:

I. The existing e-Wallet balance from the legacy eCoO 1.0 system will not be transferred to the eCoO 2.0 system on its launch date, 28.08.2024. The balance in the legacye CoO 1.0 wallet will remain available for use for Preferential Certificate of Origin (CoO) applications in the legacy system.

II.   The migration of wallet balances from the eCoO 1.0 system to the eCoO 2.0 system will occur at a later stage, once the Preferential CoO processes have also been migrated into the new platform.

III.   During this transition period, users may add credits to the e-Wallet in the eCoO 2.0 system as needed.

6.   Outreach & Awareness: The revamped eCoO2.0 User Guide and Frequently Asked Questions (FAQs) will be available on *https://trade.gov.in*→ *Get certificate of origin* section. Additionally, DGFT will organize Exporter Outreach Programs to demonstrate and raise awareness about the revamped eCoO (NP) facility.

7.   Support Channels: Exporters and stakeholders are encouraged to reach out to the Certificate of Origin (CoO) Helpdesk for assistance with any queries, suggestions, or feedback related to the eCoO 2.0 system. Support is available through the following channels:

I.   **Toll-Free Assistance:** You may contact the DGFT Helpdesk through our toll-free numbers for support.

II.   **Email Inquiries:** For clarifications or further assistance, please email the CoO Helpdesk at coo-dgft@gov.in

This notice is issued with the approval of competent authority.

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